

EXHIBIT L

#325562 City of New York - Correspondence #1-1-7068957 Message to Agency Head, DOC - Other

by agency mail on Jul 18, 2020 07:30 PM | DueBy: Jul 27, 2020 09:10 AM (Delay by 351 days)

Description

To: constituentservices@doc.nyc.gov

Below is the result of your feedback form. It was submitted on Saturday 18th of July 2020 07:27:59 PM

This form resides at

[https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww1.nyc.gov%2Fsite%2Fdoc%2Fabout%2Fcontact-the-commissioner.page&data=02%7C01%7C%](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww1.nyc.gov%2Fsite%2Fdoc%2Fabout%2Fcontact-the-commissioner.page&data=02%7C01%7C%3E)

Form: Customer Comment

Organization Name: DOC

Message Type: Complaint

Topic: Other

Message: NIC Facility Inmate Peter Rodriguez #3481603090 Is filing a complaint about lack of Device Program which provides Tablets, Books, Magazines, Cards and other acti

I would like to: enter my contact information below

Prefix:

First Name:

Mi:

Last Name:

Suffix:

Company:

Street Address:

Apt /Suite:

City:

State: NY

Country: United States

Postal Code:**Phone:**

Extension:

Email Address:

REMOTE_HOST: 161.185.208.138

HTTP_ADDR: www1.nyc.gov

HTTP_USER_AGENT: Mozilla/5.0 (Windows NT 6.1; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/83.0.4103.116 Safari/537.36

This e-mail, including any attachments, may be confidential, privileged or otherwise legally protected. It is intended only for the addressee. If you received this e-mail in error or from someone who was

Request Details

Properties

Status

Open

DEF 007875

Category	Constituent & Grievance
Subcategory	Other Request
Item	Other Complaint
Group	Constituent & Grievance
Technician	Nathan Lebron
Date of Complaint	Jul 20, 2020 09:08 AM
Mode	311
CRM#/Quorum	1-1-7068957
Inmate First Name	Rodriguez
Inmate Last Name	Peter
Inmate Alias/Nickname	-
Inmate Age	29
Inmate Age Group	22 and up (Adult)
Inmate B&C	3491603090
Inmate NYSID	09839298P
Inmate agrees to have IGRP staff edit statement for clarification	Not Assigned
Inmate needs IGRP staff to write/requests the grievance	Not Assigned
Inmate has filed this grievance/request with a court of other agency	Not Assigned
Inmate requires the assistance of an interpreter	Not Assigned
Date of Incident	-
Time of Incident	-
Facility	North Infirmary Command (NIC)
Inmate Housing Area Location	2B
Facility where incident occurred	-
311/Grievance	Not Assigned
Complainant First Name	Anonymous
Complainant Last Name	Anonymous
Complainant Phone Number	-
Complainant Email Address	-
Complaint Status	Accepted
Complaint Type	Not Subject to IGRP
ADA Request Type	Not Assigned
Request Validation	Not Assigned
Inmate Housing Area	-
Created By	System
SLA	Not Assigned
Created Date	Jul 18, 2020 07:30 PM
Response DueBy Time	-

Requester details

Name	agency@mail
Email	agency@mail@customercare.nyc.gov
Employee Id	-

DEF 007876

Contact number
Department
Job Title
Mobile number

Share Details - This Request is not shared with any user.

Resolution - No resolution found.

Conversations - No Conversations

#399523 Re: A new task titled 'Environmental' has been assigned to your group 'Constituent - Environmental'

Status : Open

Priority : -

by Monique Antoine on Apr 18, 2021 01:38 PM | DueBy : N/A

Description

To: servicedesk@doc.nyc.gov

cc: patricia.feeney@doc.nyc.gov, timothy.cowen@doc.nyc.gov

Good afternoon,

Please provide the name of the facility.

Thank you,

Monique

Sent from my Verizon, Samsung Galaxy smartphone

From: Service Desk <servicedesk@doc.nyc.gov>

Sent: Sunday, April 18, 2021 10:32:40 AM

To: Stafford, Michele <Michele.Stafford@doc.nyc.gov>; Doumbia, Ayoubia <Ayoubia.Doumbia@doc.nyc.gov>; Antoine, Monique <Monique.Antoine@doc.nyc.gov>; Blake, Mark <Mark.Blake@doc.nyc.gov>; Calvert, Yanique <Yanique.Calvert@doc.nyc.gov>; Reynoso, Wendy <wendy.reynoso@doc.nyc.gov>; McCormick, Kristine <Kristine.McCormick@doc.nyc.gov>; Cowen, Timothy <Timothy.Cowen@doc.nyc.gov>; Alexander, Shante <Shante.Alexander@doc.nyc.gov>; Feeney, Patricia <Patricia.Feeney@doc.nyc.gov>; Gordon, Janiel <Janiel.Gordon@doc.nyc.gov>

Subject: A new task titled 'Environmental' has been assigned to your group 'Constituent - Environmental'

Dear User,

A new task titled Environmental has been assigned to your group 'Constituent - Environmental'. The task is scheduled to start on Apr 18, 2021 12:00 AM and end on Apr 25, 2021 11:59 PM. A few details about the task is given below,

Task ID: 114161

Priority: Normal

Description: Good day Ms. Antoine,

We received the below correspondence from a anonymous source concerning inmate Peter Rodriguez (3491603090) which states, there is too much heat in the housing area.

Please see below

Thank you,

Constituent and Grievance Services

Your City of New York - CRM Correspondence Number is EC-00280972

DATE RECEIVED: 04/18/2021 08:43:04

DEF 007878

DATE DUE: 05/02/2021 08:43:04

SOURCE: 3-1-1 Call Center

RELATED SR# OR CASE#: N/A

EMPLOYEE NAME OR ID#: N/A

DATE/TIME OF INCIDENT:

LANGUAGE NEED:

ADDRESS : RIKERS ISLAND, QUEENS (EAST ELMHURST) ,NY, 11370

The e-mail message below was submitted to the City of New York via NYC.gov or the 311 Call Center. It is forwarded to your agency by the 311 Customer Service Center. In accordance with the Citywide Customer Service standard, your response is due in 14 calendar days.

Message Type:

Topic: Visiting Rikers Island

First Name:

Last Name:

Organization:

Apartment Number:

Street Address: RIKERS ISLAND

City: EAST ELMHURST

DEF 007879

State: NY

Postal Code: 11370

Country:

Work Phone #:

Email Address: N/A

Message: PETER RODRIGUEZ BOOK & CASE 3491603090 HEAT SENSITIVE INMATE . NEEDS ASSISTANCE CELL IS TOO HOT . MADE NUMEROUS COMPLAINT NO ACTION WAS DONE . ASTHMA IS FLARING UP DO TO HEAT . HEAT BLOWING OUT OF THE VENTS .

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Refer the task for more details: <http://servicedesk-p1/TaskDetails.cc?TASKID=114161>

****Please do not reply to this automated message****

Request Details

Properties

Site	Not associated to any site	Status	Open
Group	Constituent & Grievance	Technician	Not Assigned
Created By	System	Department	EHU
SLA	Not Assigned	Template	Default Request
Created Date	Apr 18, 2021 01:38 PM	DueBy Date	- DEF 007880

Response
DueBy Time

Last Update
Time

Apr 19, 2021 08:13 AM

Requester details

Name Monique Antoine
Email Monique.Antoine@doc.nyc.gov
Employee Id -
Contact number (718) 546-3091
Department EHU
Job Title Assistant Commissioner
Mobile number 646-745-7621

Share Details - This Request is not shared with any user.

Resolution - No resolution found.

Conversations - No Conversations

DEF 007881

#409199 City of New York – Correspondence #EC-00295826 Message to Agency Head, DOC-Employee Complaint

by nyc311feedback on May 23, 2021 12:42 PM | DueBy : N/A

Description

To: constituentservices@doc.nyc.gov

Your City of New York - CRM Correspondence Number is EC-00295826

DATE RECEIVED: 05/23/2021 12:42:22

DATE DUE: 06/06/2021 12:42:22

SOURCE: 3-1-1 Call Center

RELATED SR# OR CASE#: N/A

EMPLOYEE NAME OR ID#: N/A

DATE/TIME OF INCIDENT:

LANGUAGE NEED:

ADDRESS : N/A

The e-mail message below was submitted to the City of New York via NYC.gov or the 311 Call Center. It is forwarded to your agency by the 311 Customer Service Center. In accordance with the Cityw

Message Type:

Topic: Employee Complaint

First Name:

Last Name:

Organization:

Apartment Number:

Street Address:

City:

State:

Postal Code:

Country:

Work Phone #:

Email Address: N/A

Message: PETER RODRIGUEZ 3491603090 NIC NORTH INFRIMARY COMMAND RIKERS ISLAND, FEMALE OFFICER ROBINSON REEDE DENYING ME FOOD AND WATER. SHE SAID THAT BECAUSE I AM

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Request Details**Properties**

Status	Open
Category	Constituent & Grievance
Subcategory	Harassment Allegation
Item	Allegations of Harassment by Staff
Group	Constituent & Grievance
Technician	Randy Mera
Date of Complaint	May 23, 2021 10:05 AM
Mode	311

DEF 007882

CRM#/Quorum	EC-00295826
Inmate First Name	PETER
Inmate Last Name	RODRIGUEZ
Inmate Alias/Nickname	-
Inmate Age	30
Inmate Age Group	22 and up (Adult)
Inmate B&C	3491603090
Inmate NYSID	09839298P
Inmate agrees to have IGRP staff edit statement for clarification	Not Assigned
Inmate needs IGRP staff to write/requests the grievance	Not Assigned
Inmate has filed this grievance/request with a court of other agency	Not Assigned
Inmate requires the assistance of an interpreter	Not Assigned
Date of Incident	-
Time of Incident	-
Facility	North Infirmary Command (NIC)
Inmate Housing Area Location	2C
Facility where incident occurred	-
311/Grievance	Not Assigned
Complainant First Name	-
Complainant Last Name	-
Complainant Phone Number	-
Complainant Email Address	-
Complaint Status	Accepted
Complaint Type	Subject to IGRP but forwarded to other unit
ADA Request Type	Not Assigned
Request Validation	Not Assigned
Inmate Housing Area	-
Created By	System
SLA	Not Assigned
Created Date	May 23, 2021 12:42 PM
Response DueBy Time	-

Requester details

Name	nyc311feedback
Email	nyc311feedback@customercare.nyc.gov
Employee Id	-
Contact number	-
Department	-
Job Title	-
Mobile number	-

Share Details - This Request is not shared with any user.

DEF 007883

Resolution - No resolution found.

Conversations - No Conversations

DEF 007884

#414870 City of New York – Correspondence #EC-00304816 Message to Agency Head, DOC-Other Agency Complaint

Status : Open

Priority : -

by nyc311feedback on Jun 13, 2021 11:26 AM | DueBy : N/A

Description

To: constituentservices@doc.nyc.gov

Your City of New York - CRM Correspondence Number is EC-00304816

DATE RECEIVED: 06/13/2021 11:25:04

DATE DUE: 06/27/2021 11:25:04

SOURCE: 3-1-1 Call Center

RELATED SR# OR CASE#: N/A

EMPLOYEE NAME OR ID#: N/A

DATE/TIME OF INCIDENT:

LANGUAGE NEED:

ADDRESS : N/A

The e-mail message below was submitted to the City of New York via NYC.gov or the 311 Call Center. It is forwarded to your agency by the 311 Customer Service Center. In accordance with the Citywide Customer Service standard, your response is due in 14 calendar days.

Message Type:

Topic: Other Agency Complaint

First Name: PETER

Last Name: RODRIGUEZ

Organization:

Apartment Number:

Street Address:

City:

State:

Postal Code:

Country:

Work Phone #: 3491603090

Email Address: N/A

Message: nic FACILITY DURING REC, OFFICER WYATT BADGE NUMBER 6399, PUTTING ON HANDCUFFS, HE SUFFERS SEVERE WRIST INJURY. INFORMED HER SHE WAS HURTING HIM. SHE SAID I HATE PEOPLE LIKE HIM AND I WILL NOT TAKE HIS RISK. RECORD ED ON HER BODY-CAM FOOTAGE. AFTERWARDS, SHE TOLD HIM SHE HATED HIM AGAIN.

DEF 007885

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Request Details

Properties

Site	Not associated to any site	Status	Open
Group	Constituent & Grievance	Technician	Not Assigned
Created By	System	Department	Not Assigned
SLA	Not Assigned	Template	Default Request
Created Date	Jun 13, 2021 11:26 AM	DueBy Date	-
Response DueBy Time	-	Last Update Time	-

Requester details

Name	nyc311feedback
Email	nyc311feedback@customercare.nyc.gov
Employee Id	-
Contact number	-
Department	-
Job Title	-
Mobile number	-

Share Details - This Request is not shared with any user.

Resolution - No resolution found.

DEF 007886

Conversations - No Conversations

DEF 007887

#419431 City of New York – Correspondence #EC-00311584 Message to Agency Head, DOC-Other Agency Complaint

Status : Open

Priority : -

by nyc311feedback on Jun 28, 2021 04:13 PM | DueBy : N/A

Description

To: constituentservices@doc.nyc.gov

Your City of New York - CRM Correspondence Number is EC-00311584

DATE RECEIVED: 06/28/2021 16:12:56

DATE DUE: 07/12/2021 16:12:56

SOURCE: 3-1-1 Call Center

RELATED SR# OR CASE#: N/A

EMPLOYEE NAME OR ID#: N/A

DATE/TIME OF INCIDENT:

LANGUAGE NEED:

ADDRESS : N/A

The e-mail message below was submitted to the City of New York via NYC.gov or the 311 Call Center. It is forwarded to your agency by the 311 Customer Service Center. In accordance with the Citywide Customer Service standard, your response is due in 14 calendar days.

Message Type:

Topic: Other Agency Complaint

First Name:

Last Name:

Organization:

Apartment Number:

Street Address:

City:

State:

Postal Code:

Country:

Work Phone #:

Email Address: N/A

Message: North Infirmary Command (NIC) B/C 3491603090 PETER RODRIQUEZ INMATE FEELS HE IS A VICTIM OF DISCRIMINATION BECAUSE OF RELIGION. INMATE HAS BEEN RECEIVING HIS KOSHER FOOD AND MEDICAL SEAL. BY LAW THE ITEMS ARE SUPPOSED TO BE MEDICAL SEAL. ABOUT 3 DAYS OFFICER MILLER FROM THE KITCHEN FOR

DEF 007888

2C HOUSING AREA; TOLD INMATE THAT HE IS SPITTING INSIDE INMATE'S PRAYER JUICE. INMATE WOULD LIKE FOR THE DOC TO KNOW HE WILL BE TAKING LEGAL ACTION ABOUT THIS ISSUE.

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Request Details

Properties

Site	Not associated to any site	Status	Open
Group	Constituent & Grievance	Technician	Not Assigned
Created By	System	Department	Not Assigned
SLA	Not Assigned	Template	Default Request
Created Date	Jun 28, 2021 04:13 PM	DueBy Date	-
Response DueBy Time	-	Last Update Time	-

Requester details

Name	nyc311feedback
Email	nyc311feedback@customercare.nyc.gov
Employee Id	-
Contact number	-
Department	-
Job Title	-
Mobile number	-

Share Details - This Request is not shared with any user.

DEF 007889

Resolution - No resolution found.

Conversations - No Conversations

DEF 007890

#420149 City of New York – Correspondence #EC-00312659 Message to Agency Head, DOC-Visiting Rikers Island

Status : Open

Priority : -

by nyc311feedback on Jun 30, 2021 04:08 PM | DueBy : N/A

Description

To: constituentservices@doc.nyc.gov

Your City of New York - CRM Correspondence Number is EC-00312659

DATE RECEIVED: 06/30/2021 16:08:22

DATE DUE: 07/14/2021 16:08:22

SOURCE: 3-1-1 Call Center

RELATED SR# OR CASE#: N/A

EMPLOYEE NAME OR ID#: N/A

DATE/TIME OF INCIDENT:

LANGUAGE NEED:

ADDRESS : N/A

The e-mail message below was submitted to the City of New York via NYC.gov or the 311 Call Center. It is forwarded to your agency by the 311 Customer Service Center. In accordance with the Citywide Customer Service standard, your response is due in 14 calendar days.

Message Type:

Topic: Visiting Rikers Island

First Name:

Last Name:

Organization:

Apartment Number:

Street Address:

City:

State:

Postal Code:

Country:

Work Phone #:

Email Address: N/A

Message: PETER RODRIGUEZ 3491603090 NIC I AM EXHUSTING MY REMEDIES BY MAKING THIS COMPLAINT. I AM A JEWISH INMATE, I AM SUPPOSED TO BE RECEIVING SEALED KOSHER MEALS AND JUICES. THE DEPT 007891 MY MEALS AND JUICES. I HEARD THAT THEY SPITTING IN MY MEALS AND JUICES. I HAVE NOT SEEN MEDICAL ABOUT FEELING

ILL FROM EATING AND DRINKING MY KOSHER MEALS AND BEVERAGES. I GOING TO PURSUE FEDERAL LITIGATION REGARDING THESE COMPLIANT.

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Request Details

Properties

Site	Not associated to any site	Status	Open
Group	Constituent & Grievance	Technician	Not Assigned
Created By	System	Department	Not Assigned
SLA	Not Assigned	Template	Default Request
Created Date	Jun 30, 2021 04:08 PM	DueBy Date	-
Response DueBy Time	-	Last Update Time	-

Requester details

Name	nyc311feedback
Email	nyc311feedback@customercare.nyc.gov
Employee Id	-
Contact number	-
Department	-
Job Title	-
Mobile number	-

Share Details - This Request is not shared with any user.

DEF 007892

Resolution - No resolution found.

Conversations - No Conversations

DEF 007893

#422117 City of New York – Correspondence #EC-00315527 Message to Agency Head, DOC-Other Agency Complaint

Status : Open

Priority : -

by nyc311feedback on Jul 7, 2021 06:04 PM | DueBy : N/A

Description

To: constituentservices@doc.nyc.gov

Your City of New York - CRM Correspondence Number is EC-00315527

DATE RECEIVED: 07/07/2021 18:02:47

DATE DUE: 07/21/2021 18:02:47

SOURCE: 3-1-1 Call Center

RELATED SR# OR CASE#: N/A

EMPLOYEE NAME OR ID#: N/A

DATE/TIME OF INCIDENT:

LANGUAGE NEED:

ADDRESS : N/A

The e-mail message below was submitted to the City of New York via NYC.gov or the 311 Call Center. It is forwarded to your agency by the 311 Customer Service Center. In accordance with the Citywide Customer Service standard, your response is due in 14 calendar days.

Message Type:

Topic: Other Agency Complaint

First Name:

Last Name:

Organization:

Apartment Number:

Street Address:

City:

State:

Postal Code:

Country:

Work Phone #:

Email Address: N/A

Message: B/C 3491603090 PETER RODRIGUEZ NIC FAMILY SENT PACKAGES OVER A WEEK AGO AND OFFICIALS ARE WITHHOLDING PACKAGES DUE TO AN INFRACTION. CORRECTION OFFICERS TOLD HIM THEY DO NOT HAVE HIS PACKAGES ARE BEING HELD. CALLER WOULD LIKE A FULL INVESTIGATION INTO THIS. CALLER IS PLANNING ON FILING A

DEF 007894

1983 CIVIL SUIT.

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Request Details

Properties

Site	Not associated to any site	Status	Open
Group	Constituent & Grievance	Technician	Not Assigned
Created By	System	Department	Not Assigned
SLA	Not Assigned	Template	Default Request
Created Date	Jul 7, 2021 06:04 PM	DueBy Date	-
Response DueBy Time	-	Last Update Time	-

Requester details

Name	nyc311feedback
Email	nyc311feedback@customercare.nyc.gov
Employee Id	-
Contact number	-
Department	-
Job Title	-
Mobile number	-

Share Details - This Request is not shared with any user.

DEF 007895

Resolution - No resolution found.

Conversations - No Conversations

DEF 007896

**#179617 City of New York - Correspondence
#1-1-1665899140 Message to Agency Head,
DOC - Other Agency Complaint**

Status : Open

Priority : -

by outgoingagency on Jan 4, 2019 06:10 PM | DueBy :
Jan 11, 2019 06:18 PM (Delay by 1007 days)

Description

To: constituentservices@doc.nyc.gov

Your City of New York - CRM Correspondence Number is 1-1-1665899140

DATE RECEIVED: 01/04/2019 18:05:15

DATE DUE: 01/18/2019 18:09:58

SOURCE: 3-1-1 Call Center

RELATED SR# OR CASE#: N/A

EMPLOYEE NAME OR ID#: N/A

DATE/TIME OF INCIDENT:

LANGUAGE NEED:

The e-mail message below was submitted to the City of New York via NYC.gov or the 311 Call Center. It is forwarded to your agency by the 311 Customer Service Center. In accordance with the Citywide Customer Service standard, your response is due in 14 calendar days.

Message Type:

Topic: Other Agency Complaint

First Name: ANONYMOUS

Last Name: ANONYMOUS

Organization:

Apartment Number:

Street Address: ANONYMOUS

City: ANONYMOUS

State: NY

Postal Code:

Country:

DEF 007897

Work Phone #: 2120000000

Email Address: N/A

Message: PETER RODRIGUEZ
3491603090

George R. Vierno Center (GRVC)

I HAVE SERIOUS ASTHMA AND I'VE BEEN TRYING TO GO TO THE CLINIC AND GET A PUMP. THERE WAS A FIRE IN THE HOUSE, AND ITS HARD FOR ME TO BREATHE DUE TO THE FUMES. I'M TRYING TO TELL OFFICERS, AND THEY KEEP WALKING PASS MY CELL; REFUSING ME MEDICAL TREATMENT.

Request Details

Properties

Status	Open	Site	Not associated to any site
Category	Constituent & Grievance	Escalate Issue	No
Subcategory	Medical – DOC Facility Related	PREA	No
Item	Medication	Staff Complaint	Yes
Group	Constituent & Grievance	Involves DOC Employee	Yes
Technician	Christopher Smith	Employee(s) Involved	-
Date of Complaint	Jan 4, 2019 06:16 PM	Shield#	-
Mode	311	Employee Type	Not Assigned
CRM#/Quorum	1-1-1665899140	Witness	No
Inmate First Name	Peter	Phone Number	-
Inmate Last Name	Rodriguezz	Visit Restricted	-
Inmate Alias/Nickname	-	Placed In PC	Not Assigned
Inmate Age	28	Action Requested by Inmate/Offender	-
Inmate Age Group	22 and up (Adult)	Date of Informal Resolution	-
Inmate B&C	3491603090	Resolution Accepted by Inmate/Offender	Not Assigned
Inmate NYSID	09839298P		

DEF 007898

Inmate agrees to have IGRP staff edit statement for clarification	Not Assigned	Appeal to Formal Hearing	Not Assigned
Inmate needs IGRP staff to write/requests the grievance	Not Assigned	Hearing Disposition Status	Not Assigned
Inmate has filed this grievance/request with a court of other agency	Not Assigned	Date Hearing Disposition Accepted/Rejected	-
Inmate requires the assistance of an interpreter	Not Assigned	Confidential Incident	No
Date of Incident	-	Interview Date	-
Time of Incident	-	Date Notified of Disposition	-
Facility	George R. Vierno Center (GRVC)	Visit Date	-
Inmate Housing Area Location	Not Assigned	Documented UOF/COD	-
Facility where incident occurred	-		
311/Grievance	Not Assigned		
Complainant First Name	-	Complainant Relationship to Inmate/Offender	-
Complainant Last Name	-	Complainant Address	-
Complainant Phone Number	-	Complainant City	-
Complainant Email Address	-	Complainant State	-
Complaint Status	Accepted	Complainant ZIP	-
Complaint Type	Not Assigned	Housing Area Type	Not Assigned
ADA Request Type	Not Assigned	Response Date	-
Request Validation	Not Assigned		
Inmate Housing Area	-		
Created By	System	Department	Not Assigned

DEF 007899

SLA	Not Assigned	Template	Constituent & Grievence
Created Date	Jan 4, 2019 06:10 PM	DueBy Date	Jan 11, 2019 06:18 PM
Response DueBy Time	-	Last Update Time	Jan 4, 2019 06:18 PM

Requester details

Name	outgoingagency
Email	outgoingagency@customerservice.ny c.gov
Employee Id	-
Contact number	-
Department	-
Job Title	-
Mobile number	-

Share Details - This Request is not shared with any user.

Resolution - No resolution found.

DEF 007900

#181149 City of New York - Correspondence #1-1-1668232050 Message to Agency Head, DOC - Other Agency Complaint

✓ Closed

Priority : -

by outgoing agency on Jan 10, 2019 01:27 PM | DueBy :
Jan 17, 2019 02:11 PM

Description

To: constituentservices@doc.nyc.gov

Your City of New York - CRM Correspondence Number is 1-1-1668232050

DATE RECEIVED: 01/10/2019 13:24:34

DATE DUE: 01/24/2019 13:26:23

SOURCE: 3-1-1 Call Center

RELATED SR# OR CASE#: N/A

EMPLOYEE NAME OR ID#: N/A

DATE/TIME OF INCIDENT: 01/10/2019 13:24:40

LANGUAGE NEED:

The e-mail message below was submitted to the City of New York via NYC.gov or the 311 Call Center. It is forwarded to your agency by the 311 Customer Service Center. In accordance with the Citywide Customer Service standard, your response is due in 14 calendar days.

Message Type:

Topic: Other Agency Complaint

First Name: ANONYMOUS

Last Name: ANONYMOUS

Organization:

Apartment Number:

Street Address: ANONYMOUS

City: ANONYMOUS

State: NY

Postal Code:

Country:

DEF 007901

Work Phone #: 2120000000

Email Address: N/A

Message: PETER RODRIGUEZ George R. Vierno Center (GRVC) 3491603090 BEEN TRYIGN TO GET MEDICAL ATTENTION- CAUSE HE'S FEELING SICK. HAS A SORE THROAT-THINKS HE HAS THE FLU OR STREP THROAT-HE'S IN THE BOX SO THEY'RE NOT ABLE TO SEE HIM AND NOT GETTING ANY MEDICAL HELP

Request Details

Properties

Status	Closed	Site	Not associated to any site
Category	Constituent & Grievance	Escalate Issue	No
Subcategory	Medical – H&H Related	PREA	No
Item	Access to Care	Staff Complaint	No
Group	Constituent & Grievance	Involves DOC Employee	No
Technician	Ho, Woo	Employee(s) Involved	-
Date of Complaint	Jan 10, 2019 02:09 PM	Shield#	-
Mode	311	Employee Type	Not Assigned
CRM#/Quorum	1-1-1668232050	Witness	No
Inmate First Name	Peter	Phone Number	-
Inmate Last Name	Rodriguez	Visit Restricted	-
Inmate Alias/Nickname	-	Placed In PC	Not Assigned
Inmate Age	28	Action Requested by Inmate/Offender	-
Inmate Age Group	22 and up (Adult)	Date of Informal Resolution	-
Inmate B&C	3491603090	Resolution Accepted by Inmate/Offender	Not Assigned
Inmate NYSID	09839298P	Appeal to Formal Hearing	Not Assigned
Inmate agrees to have IGRP staff edit statement for clarification	Not Assigned	Hearing	Not Assigned

DEF 007902

Inmate needs IGRP staff to write/requests the grievance	Not Assigned	Disposition Status	-
Inmate has filed this grievance/request with a court of other agency	Not Assigned	Date Hearing Disposition Accepted/Rejected	-
Inmate requires the assistance of an interpreter	Not Assigned	Confidential Incident	No
Date of Incident	-	Interview Date	-
Time of Incident	-	Date Notified of Disposition	-
Facility	George R. Vierno Center (GRVC)	Visit Date	-
Inmate Housing Area Location	13B	Documented UOF/COD	-
Facility where incident occurred	-		
311/Grievance	Not Assigned		
Complainant First Name	-	Complainant Relationship to Inmate/Offender	-
Complainant Last Name	-	Complainant Address	-
Complainant Phone Number	-	Complainant City	-
Complainant Email Address	-	Complainant State	-
Complaint Status	Accepted	Complainant ZIP	-
Complaint Type	Not Assigned	Housing Area Type	RHU
ADA Request Type	Not Assigned	Response Date	-
Request Validation	Not Assigned		
Inmate Housing Area	-		
Created By	System	Department	Not Assigned
SLA	Not Assigned	Template	Constituent & Grievance
Created Date	Jan 10, 2019 01:27 PM	DueBy Date	Jan 17, 2019 02:11 PM
Resolved Date	Jan 10, 2019 08:32 PM	Completed Date	Jan 10, 2019 08:32 PM

DEF 007903

Time Elapsed	4hrs 32min	Response DueBy Time	-
Request Closure Code	Not Assigned	Request Closure Comments	-
Last Update Time	Jan 10, 2019 02:11 PM		

Closed without requester's acknowledgement

Comments :

Requester details

Name	outgoingagency
Email	outgoingagency@customerservice.ny c.gov
Employee Id	-
Contact number	-
Department	-
Job Title	-
Mobile number	-

Share Details - This Request is not shared with any user.

Resolution - No resolution found.

DEF 007904

#181749 City of New York - Correspondence #1-1-1669067436 Message to Agency Head, DOC - Other Agency Complaint

✓ Closed

Priority : -

by outgoingagency on Jan 12, 2019 02:34 PM | DueBy :
Jan 19, 2019 02:44 PM (Delayed by 81 days)

Description

To: constituentservices@doc.nyc.gov

Your City of New York - CRM Correspondence Number is 1-1-1669067436

DATE RECEIVED: 01/12/2019 14:31:30

DATE DUE: 01/26/2019 14:34:12

SOURCE: 3-1-1 Call Center

RELATED SR# OR CASE#: N/A

EMPLOYEE NAME OR ID#: N/A

DATE/TIME OF INCIDENT:

LANGUAGE NEED:

The e-mail message below was submitted to the City of New York via NYC.gov or the 311 Call Center. It is forwarded to your agency by the 311 Customer Service Center. In accordance with the Citywide Customer Service standard, your response is due in 14 calendar days.

Message Type:

Topic: Other Agency Complaint

First Name: ANONYMOUS

Last Name: ANONYMOUS

Organization:

Apartment Number:

Street Address: ANONYMOUS

City: ANONYMOUS

State: NY

Postal Code:

Country:

DEF 007905

Work Phone #: 2120000000

Email Address: N/A

Message: PETER RODRIGUEZ, GRVC/13B, CELL 19
BK/CASE#:3491603090

-COMPLAINT OF A SWALLOWED BATTERY CLAIMS TO BE THROWING UP WHAT LOOKS LIKE PUSS AND BLOOD AND IS EXPERIENCING EXTREME ABDOMEN PAIN AND IS DIFFICULT TO EVEN STAND UP.

Request Details

Properties

Status	Closed	Site	Not associated to any site
Category	Constituent & Grievance	Escalate Issue	No
Subcategory	Medical – DOC Facility Related	PREA	No
Item	Access to Care	Staff Complaint	No
Group	Constituent & Grievance	Involves DOC Employee	No
Technician	Viviana Landazuri	Employee(s) Involved	-
Date of Complaint	Jan 12, 2019 02:38 PM	Shield#	-
Mode	311	Employee Type	Not Assigned
CRM#/Quorum	1-1-1669067436	Witness	No
Inmate First Name	Peter	Phone Number	-
Inmate Last Name	Rodriguez	Visit Restricted	-
Inmate Alias/Nickname	-	Placed In PC	Not Assigned
Inmate Age	28	Action Requested by Inmate/Offender	-
Inmate Age Group	22 and up (Adult)	Date of Informal Resolution	-
Inmate B&C	3491603090	Resolution Accepted by Inmate/Offender	Not Assigned
Inmate NYSID	09839298P	Appeal to Formal Hearing	Not Assigned
Inmate agrees to have IGRP staff edit	Not Assigned		

DEF 007906

statement for clarification		Hearing Disposition Status	Not Assigned
Inmate needs IGRP staff to write/requests the grievance	Not Assigned	Date Hearing Disposition Accepted/Rejected	-
Inmate has filed this grievance/request with a court of other agency	Not Assigned	Confidential Incident	No
Inmate requires the assistance of an interpreter	Not Assigned	Interview Date	-
Date of Incident	-	Date Notified of Disposition	-
Time of Incident	-	Visit Date	-
Facility	George R. Vierno Center (GRVC)	Documented UOF/COD	-
Inmate Housing Area Location	13B		
Facility where incident occurred	-		
311/Grievance	None		
Complainant First Name	-	Complainant Relationship to Inmate/Offender	-
Complainant Last Name	-	Complainant Address	-
Complainant Phone Number	-	Complainant City	-
Complainant Email Address	-	Complainant State	-
Complaint Status	Accepted	Complainant ZIP	-
Complaint Type	Not Assigned	Housing Area Type	General Population
ADA Request Type	Not Assigned	Response Date	-
Request Validation	Abated		
Inmate Housing Area	-		
Created By	System	Department	Not Assigned
SLA	Not Assigned	Template	Constituent & Grievance
Created Date	Jan 12, 2019 02:34 PM	DueBy Date	Jan 19, 2019 02:44 PM

DEF 007907

Resolved Date	Apr 11, 2019 09:47 AM	Completed Date	Apr 11, 2019 09:47 AM
Time Elapsed	567hrs 0min	Response DueBy Time	-
Request Closure Code	Not Assigned	Request Closure Comments	-
Last Update Time	Apr 11, 2019 09:47 AM		

Closed without requester's acknowledgement

Comments :

Requester details

Name	outgoingagency
Email	outgoingagency@customerservice.ny c.gov
Employee Id	-
Contact number	-
Department	-
Job Title	-
Mobile number	-

Share Details - This Request is not shared with any user.

Resolution - No resolution found.

DEF 007908

**#181776 City of New York - Correspondence
#1-1-1669163045 Message to Agency Head,
DOC - Other Agency Complaint**

Status : Open

Priority : -

by outgoingagency on Jan 12, 2019 05:37 PM | DueBy :
Jan 19, 2019 05:58 PM (Delay by 999 days)

Description

To: constituentservices@doc.nyc.gov

Your City of New York - CRM Correspondence Number is 1-1-1669163045

DATE RECEIVED: 01/12/2019 17:33:48

DATE DUE: 01/26/2019 17:37:17

SOURCE: 3-1-1 Call Center

RELATED SR# OR CASE#: N/A

EMPLOYEE NAME OR ID#: N/A

DATE/TIME OF INCIDENT: 01/12/2019 17:33:55

LANGUAGE NEED:

The e-mail message below was submitted to the City of New York via NYC.gov or the 311 Call Center. It is forwarded to your agency by the 311 Customer Service Center. In accordance with the Citywide Customer Service standard, your response is due in 14 calendar days.

Message Type:

Topic: Other Agency Complaint

First Name: ANONYMOUS

Last Name: ANONYMOUS

Organization:

Apartment Number:

Street Address: ANONYMOUS

City: ANONYMOUS

State: NY

Postal Code:

Country:

DEF 007909

Work Phone #: 2120000000

Email Address: N/A

Message: George R. Vierno Center (GRVC)
BOOK# 3491603090
PETER RODRIGUEZ

YESTERDAY I SWALLOWED A BATTERY AND I HAVE NOT YET RECIEVED MEDICAL ATTENTION. I TOLD THEM I WAS VOMITING BLOOD AND IM HAVING SERIOUS STOMACH PAINS. YES PLEASE I NEED TO GET TO THE MEDICAL CLINIC REAL BAD. THEY HAVENT BRUNG ME AT ALL.

Request Details

Properties

Status	Open	Site	Not associated to any site
Category	Constituent & Grievance	Escalate Issue	No
Subcategory	Medical – DOC Facility Related	PREA	No
Item	Access to Care	Staff Complaint	No
Group	Constituent & Grievance	Involves DOC Employee	No
Technician	Wendy Brunson	Employee(s) Involved	-
Date of Complaint	Jan 12, 2019 05:55 PM	Shield#	-
Mode	311	Employee Type	Not Assigned
CRM#/Quorum	1-1-1669163045	Witness	No
Inmate First Name	PETER	Phone Number	-
Inmate Last Name	RODRIGUEZ	Visit Restricted	-
Inmate Alias/Nickname	-	Placed In PC	Not Assigned
Inmate Age	28	Action Requested by Inmate/Offender	-
Inmate Age Group	22 and up (Adult)	Date of Informal Resolution	-
Inmate B&C	3491603090	Resolution Accepted by Inmate/Offender	Not Assigned
Inmate NYSID	09839298P		

DEF 007910

Inmate agrees to have IGRP staff edit statement for clarification	Not Assigned	Appeal to Formal Hearing	Not Assigned
Inmate needs IGRP staff to write/requests the grievance	Not Assigned	Hearing Disposition Status	Not Assigned
Inmate has filed this grievance/request with a court of other agency	Not Assigned	Date Hearing Disposition Accepted/Rejected	-
Inmate requires the assistance of an interpreter	Not Assigned	Confidential Incident	No
Date of Incident	-	Interview Date	-
Time of Incident	-	Date Notified of Disposition	-
Facility	George R. Vierno Center (GRVC)	Visit Date	-
Inmate Housing Area Location	13B	Documented UOF/COD	-
Facility where incident occurred	-		
311/Grievance	Not Assigned		
Complainant First Name	-	Complainant Relationship to Inmate/Offender	-
Complainant Last Name	-	Complainant Address	-
Complainant Phone Number	-	Complainant City	-
Complainant Email Address	-	Complainant State	-
Complaint Status	Accepted	Complainant ZIP	-
Complaint Type	Not Assigned	Housing Area Type	Not Assigned
ADA Request Type	Not Assigned	Response Date	-
Request Validation	Not Assigned		
Inmate Housing Area	-		
Created By	System	Department	Not Assigned

DEF 007911

SLA	Not Assigned	Template	Constituent & Grievance
Created Date	Jan 12, 2019 05:37 PM	DueBy Date	Jan 19, 2019 05:58 PM
Response DueBy Time	-	Last Update Time	Jan 12, 2019 05:58 PM

Requester details

Name	outgoingagency
Email	outgoingagency@customerservice.ny c.gov
Employee Id	-
Contact number	-
Department	-
Job Title	-
Mobile number	-

Share Details - This Request is not shared with any user.

Resolution - No resolution found.

DEF 007912

**#182038 City of New York - Correspondence
#1-1-1669778402 Message to Agency Head,
DOC - Other Agency Complaint**

Status : Open

Priority : -

by outgoingagency on Jan 14, 2019 12:05 PM | DueBy :
Jan 21, 2019 01:16 PM (Delay by 998 days)

Description

To: constituentservices@doc.nyc.gov

Your City of New York - CRM Correspondence Number is 1-1-1669778402

DATE RECEIVED: 01/14/2019 12:00:49

DATE DUE: 01/28/2019 12:05:15

SOURCE: 3-1-1 Call Center

RELATED SR# OR CASE#: N/A

EMPLOYEE NAME OR ID#: N/A

DATE/TIME OF INCIDENT: 01/14/2019 12:00:54

LANGUAGE NEED:

The e-mail message below was submitted to the City of New York via NYC.gov or the 311 Call Center. It is forwarded to your agency by the 311 Customer Service Center. In accordance with the Citywide Customer Service standard, your response is due in 14 calendar days.

Message Type:

Topic: Other Agency Complaint

First Name: ANONYMOUS

Last Name: ANONYMOUS

Organization:

Apartment Number:

Street Address: ANONYMOUS

City: ANONYMOUS

State: NY

Postal Code:

Country:

DEF 007913

Work Phone #: 2120000000

Email Address: N/A

Message: NAME: Peter Rodriguez

FACILITY: George R. Vierno Center (GRVC)

BOOK AND CASE: 3491603090

IN THE BOX AN DIS ABOUT TO BE IN POPULATION. A LOT OF ASSAULTS ON STAFF. THEY WANT TO PLACE HIM BACK IN THE BUILDING. HE DOESN'T WANT TO DUE TO FEAR OF RETALIATION FROM THE OFFICERS. HE FEARS THAT THE OFFICERS ARE GOING TO SET HIM UP AND HE WILL NOT BE ABLE TO DEFEND HIMSELF. HE WOULD PREFER TO BE IN ISOLATION IN OTHER FOR THE OTHER OFFICER NOT TO RETALIATE AGAINST HIM. HE WOULD LIKE AND INVESTIGATION TO LOOK INTO IT FURTHER.

Request Details

Properties

Status	Open	Site	Not associated to any site
Category	Constituent & Grievance	Escalate Issue	No
Subcategory	Housing	PREA	No
Item	Transfer	Staff Complaint	No
Group	Constituent & Grievance	Involves DOC Employee	No
Technician	Nathan Lebron	Employee(s) Involved	-
Date of Complaint	Jan 14, 2019 01:12 PM	Shield#	-
Mode	311	Employee Type	Not Assigned
CRM#/Quorum	1-1-1669778402	Witness	No
Inmate First Name	Peter	Phone Number	-
Inmate Last Name	Rodriguez	Visit Restricted	-
Inmate Alias/Nickname	-	Placed In PC	Not Assigned
Inmate Age	28	Action Requested by Inmate/Offender	-
Inmate Age Group	22 and up (Adult)	Date of Informal Resolution	-
Inmate B&C	3491603090	Resolution Accepted by	Not Assigned
Inmate NYSID	09839298P		

DEF 007914

Inmate agrees to have IGRP staff edit statement for clarification	Not Assigned	Inmate/Offender	
		Appeal to Formal Hearing	Not Assigned
Inmate needs IGRP staff to write/requests the grievance	Not Assigned	Hearing Disposition Status	Not Assigned
Inmate has filed this grievance/request with a court of other agency	Not Assigned	Date Hearing Disposition Accepted/Rejected	-
Inmate requires the assistance of an interpreter	Not Assigned	Confidential Incident	No
Date of Incident	-	Interview Date	-
Time of Incident	-	Date Notified of Disposition	-
Facility	George R. Vierno Center (GRVC)	Visit Date	-
Inmate Housing Area Location	13B	Documented UOF/COD	-
Facility where incident occurred	-		
311/Grievance	Not Assigned		
Complainant First Name	Anonymous	Complainant Relationship to Inmate/Offender	-
Complainant Last Name	Anonymous		
Complainant Phone Number	-	Complainant Address	-
Complainant Email Address	-	Complainant City	-
Complaint Status	Accepted	Complainant State	-
Complaint Type	Not Assigned	Complainant ZIP	-
ADA Request Type	Not Assigned	Housing Area Type	PSEG
Request Validation	Not Assigned	Response Date	-
Inmate Housing Area	-		
Created By	System	Department	Not Assigned

DEF 007915

SLA	Not Assigned	Template	Constituent & Grievance
Created Date	Jan 14, 2019 12:05 PM	DueBy Date	Jan 21, 2019 01:16 PM
Response DueBy Time	-	Last Update Time	Jan 14, 2019 04:43 PM

Requester details

Name	outgoingagency
Email	outgoingagency@customerservice.ny c.gov
Employee Id	-
Contact number	-
Department	-
Job Title	-
Mobile number	-

Share Details - This Request is not shared with any user.

Resolution - No resolution found.

DEF 007916

#182104 City of New York - Correspondence #1-1-1669841266 Message to Agency Head, DOC - Other Agency Complaint

✓ Closed Priority : -

by outgoingagency on Jan 14, 2019 03:15 PM | DueBy :
Jan 21, 2019 03:45 PM

Description

To: constituentservices@doc.nyc.gov

Your City of New York - CRM Correspondence Number is 1-1-1669841266

DATE RECEIVED: 01/14/2019 14:25:05

DATE DUE: 01/28/2019 14:28:54

SOURCE: 3-1-1 Call Center

RELATED SR# OR CASE#: N/A

EMPLOYEE NAME OR ID#: N/A

DATE/TIME OF INCIDENT: 01/14/2019 14:25:55

LANGUAGE NEED:

The e-mail message below was submitted to the City of New York via NYC.gov or the 311 Call Center. It is forwarded to your agency by the 311 Customer Service Center. In accordance with the Citywide Customer Service standard, your response is due in 14 calendar days.

Message Type:

Topic: Other Agency Complaint

First Name: ANONYMOUS

Last Name: ANONYMOUS

Organization:

Apartment Number:

Street Address: ANONYMOUS

City: ANONYMOUS

State: NY

Postal Code:

Country:

DEF 007917

Work Phone #: 2120000000

Email Address: N/A

Message: • George R. Vierno Center (GRVC)

BOOK/CASE# 3491603090

NAME: PETER RODRIGUEZ

CALLER STATES THAT SOMEONE SET A FIRE IN HOUSING UNIT 13B, AND HE IS INHALING IN A LOT OF SMOKE RIGHT NOW, AND THEY ARE NOT ALLOWING ANYONE TO LEAVE THE CELLS OR TO GET FRESH AIR, HE STATES THAT HE CAN HARDLY BREATHE, HIS LUNGS ARE FULL OF SMOKE AND HE IS IN NEED OF MEDICAL ATTENTION.

Request Details

Properties

Status	Closed	Site	Not associated to any site
Category	Constituent & Grievance	Escalate Issue	No
Subcategory	Medical – H&H Related	PREA	No
Item	Access to Care	Staff Complaint	No
Group	Constituent & Grievance	Involves DOC Employee	No
Technician	Ho, Woo	Employee(s) Involved	-
Date of Complaint	Jan 14, 2019 03:44 PM	Shield#	-
Mode	311	Employee Type	Not Assigned
CRM#/Quorum	1-1-1669841266	Witness	No
Inmate First Name	Peter	Phone Number	-
Inmate Last Name	Rodriguez	Visit Restricted	-
Inmate Alias/Nickname	-	Placed In PC	Not Assigned
Inmate Age	28	Action Requested by Inmate/Offender	-
Inmate Age Group	22 and up (Adult)	Date of Informal Resolution	-
Inmate B&C	3491603090	Resolution Accepted by Inmate/Offender	Not Assigned
Inmate NYSID	09839298P	Appeal to	Not Assigned
Inmate agrees to have IGRP	Not Assigned		

DEF 007918

staff edit statement for clarification		Formal Hearing	
		Hearing Disposition Status	Not Assigned
Inmate needs IGRP staff to write/requests the grievance	Not Assigned		
		Date Hearing Disposition Accepted/Rejected	-
Inmate has filed this grievance/request with a court of other agency	Not Assigned		
		Confidential Incident	No
Inmate requires the assistance of an interpreter	Not Assigned	Interview Date	-
		Date Notified of Disposition	-
Date of Incident	-	Visit Date	-
Time of Incident	-		
		Documented UOF/COD	-
Facility	George R. Vierno Center (GRVC)		
Inmate Housing Area Location	13B		
Facility where incident occurred	-		
311/Grievance	Not Assigned		
Complainant First Name	-	Complainant Relationship to Inmate/Offender	-
Complainant Last Name	-		
Complainant Phone Number	-	Complainant Address	-
Complainant Email Address	-	Complainant City	-
Complaint Status	Accepted	Complainant State	-
Complaint Type	Not Assigned	Complainant ZIP	-
ADA Request Type	Not Assigned	Housing Area Type	RHU
Request Validation	Not Assigned	Response Date	-
Inmate Housing Area	-		
Created By	System	Department	Not Assigned
SLA	Not Assigned	Template	Constituent & Grievance

DEF 007919

Created Date	Jan 14, 2019 03:15 PM	DueBy Date	Jan 21, 2019 03:45 PM
Resolved Date	Jan 15, 2019 08:46 AM	Completed Date	Jan 15, 2019 08:46 AM
Time Elapsed	2hrs 44min	Response DueBy Time	-
Request Closure Code	Not Assigned	Request Closure Comments	-
Last Update Time	Jan 14, 2019 03:45 PM		

Closed without requester's acknowledgement

Comments :

Requester details

Name outgoingagency

Email outgoingagency@customerservice.ny
c.gov

Employee Id -

Contact number -

Department -

Job Title -

Mobile number -

Share Details - This Request is not shared with any user.

Resolution - No resolution found.

DEF 007920

**#182110 City of New York - Correspondence
#1-1-1669778453 Message to Agency Head,
DOC - Other Agency Complaint**

Status : Open

Priority : -

by outgoingagency on Jan 14, 2019 03:16 PM | DueBy :
Jan 21, 2019 04:17 PM (Delay by 997 days)

Description

To: constituentservices@doc.nyc.gov

Your City of New York - CRM Correspondence Number is 1-1-1669778453

DATE RECEIVED: 01/14/2019 12:12:28

DATE DUE: 01/28/2019 12:15:27

SOURCE: 3-1-1 Call Center

RELATED SR# OR CASE#: N/A

EMPLOYEE NAME OR ID#: N/A

DATE/TIME OF INCIDENT: 01/14/2019 12:12:32

LANGUAGE NEED:

The e-mail message below was submitted to the City of New York via NYC.gov or the 311 Call Center. It is forwarded to your agency by the 311 Customer Service Center. In accordance with the Citywide Customer Service standard, your response is due in 14 calendar days.

Message Type:

Topic: Other Agency Complaint

First Name: ANONYMOUS

Last Name: ANONYMOUS

Organization:

Apartment Number:

Street Address: ANONYMOUS

City: ANONYMOUS

State: NY

Postal Code:

Country:

DEF 007921

Work Phone #: 2120000000

Email Address: N/A

Message: NAME: PETER RODRIGUEZ

FACILITY: George R. Vierno Center (GRVC)

BOOK AND CASE: 3491603090

IM IN THE BOX WHEN HE GETS OUT HE IS GOING TO BE PUT BACK IN POPULATION WITH THE SAME OFFICER WHO ASSAULTED HIM. HE IN FEAR OF RETALIATION. HE FEELS THERE IS A HIT OUT ON HIM FROM THE CRIPS AND BLOODS, AND WHOEVER CUTS HIM WILL GET MONEY. INMATE WOULD PREFER TO BE PUT IN ISOLATION. HE HAS ALREADY BEEN CUT AND STABBED. HE WOULD LIKE AN INVESTIGATION ON THE SITUATION.

Request Details

Properties

Status	Open	Site	Not associated to any site
Category	Constituent & Grievance	Escalate Issue	Yes
Subcategory	Fear for Safety/Request for Protective Custody	PREA	No
Item	None	Staff Complaint	No
Group	Constituent & Grievance	Involves DOC Employee	No
Technician	Ho, Woo	Employee(s) Involved	-
Date of Complaint	Jan 14, 2019 04:14 PM	Shield#	-
Mode	311	Employee Type	Not Assigned
CRM#/Quorum	1-1-1669778453	Witness	No
Inmate First Name	Peter	Phone Number	-
Inmate Last Name	Rodriguez	Visit Restricted	-
Inmate Alias/Nickname	-	Placed In PC	Not Assigned
Inmate Age	28	Action Requested by Inmate/Offender	-
Inmate Age Group	22 and up (Adult)	Date of Informal Resolution	-
Inmate B&C	3491603090	Resolution Accepted by Inmate/Offender	Not Assigned
Inmate NYSID	09839298P		DEF 007922

Inmate agrees to have IGRP staff edit statement for clarification	Not Assigned	Appeal to Formal Hearing	Not Assigned
Inmate needs IGRP staff to write/requests the grievance	Not Assigned	Hearing Disposition Status	Not Assigned
Inmate has filed this grievance/request with a court of other agency	Not Assigned	Date Hearing Disposition Accepted/Rejected	-
Inmate requires the assistance of an interpreter	Not Assigned	Confidential Incident	No
Date of Incident	-	Interview Date	-
Time of Incident	-	Date Notified of Disposition	-
Facility	George R. Vierno Center (GRVC)	Visit Date	-
Inmate Housing Area Location	13B	Date Documented UOF/COD	-
Facility where incident occurred	-		
311/Grievance	Not Assigned		
Complainant First Name	-	Complainant Relationship to Inmate/Offender	-
Complainant Last Name	-	Complainant Address	-
Complainant Phone Number	-	Complainant City	-
Complainant Email Address	-	Complainant State	-
Complaint Status	Accepted	Complainant ZIP	-
Complaint Type	Not Assigned	Housing Area Type	RHU
ADA Request Type	Not Assigned	Response Date	-
Request Validation	Not Assigned		
Inmate Housing Area	-		
Created By	System	Department	Not Assigned

DEF 007923

SLA	Not Assigned	Template	Constituent & Grievence
Created Date	Jan 14, 2019 03:16 PM	DueBy Date	Jan 21, 2019 04:17 PM
Response DueBy Time	-	Last Update Time	Jan 14, 2019 04:17 PM

Requester details

Name	outgoingagency
Email	outgoingagency@customerservice.ny c.gov
Employee Id	-
Contact number	-
Department	-
Job Title	-
Mobile number	-

Share Details - This Request is not shared with any user.

Resolution - No resolution found.

DEF 007924

#183599 City of New York - Correspondence #1-1-1672224213 Message to Agency Head, DOC - Other Agency Complaint

✓ Closed

Priority : -

by outgoingagency on Jan 20, 2019 10:13 AM | DueBy :
Jan 27, 2019 10:29 AM

Description

To: constituentservices@doc.nyc.gov

Your City of New York - CRM Correspondence Number is 1-1-1672224213

DATE RECEIVED: 01/20/2019 10:06:21

DATE DUE: 02/03/2019 10:12:14

SOURCE: 3-1-1 Call Center

RELATED SR# OR CASE#: N/A

EMPLOYEE NAME OR ID#: N/A

DATE/TIME OF INCIDENT: 01/15/2019 10:06:42

LANGUAGE NEED:

The e-mail message below was submitted to the City of New York via NYC.gov or the 311 Call Center. It is forwarded to your agency by the 311 Customer Service Center. In accordance with the Citywide Customer Service standard, your response is due in 14 calendar days.

Message Type:

Topic: Other Agency Complaint

First Name: ANONYMOUS

Last Name: ANONYMOUS

Organization:

Apartment Number:

Street Address: ANONYMOUS

City: ANONYMOUS

State: NY

Postal Code:

Country:

DEF 007925

Work Phone #: 2120000000

Email Address: N/A

Message: CUSTOMER FIANCÉ IS AN INMATE AT Otis Bantum Correctional Center (OBCC). HIS NAME PETER RODRIGUEZ BOOKING CASE NBR IS 3491603096. 2 WEEKS AGO THE INMATE WAS SEXUALLY ASSAULTED AND BEATEN BY THE OFFICERS. HE IS LOCKED IN A CELL WITH NO BED, HE IS NOT GETTING FED OR MEDICAL ATTENTION. HE IS BRUISED AND BLEEDING. THE CUSTOMER HAS NOT HEARD FROM HIM AND IS VERY CONCERNED.

Request Details

Properties

Status	Closed	Site	Not associated to any site
Category	Constituent & Grievance	Escalate Issue	No
Subcategory	Sexual Assault/Abuse Allegation	PREA	Yes
Item	Staff on inmate	Staff Complaint	Yes
Group	Constituent & Grievance	Involves DOC Employee	Yes
Technician	Ho, Woo	Employee(s) Involved	N/A
Date of Complaint	Jan 20, 2019 10:28 AM	Shield#	N/A
Mode	311	Employee Type	Uniformed Staff
CRM#/Quorum	1-1-1672224213	Witness	No
Inmate First Name	Peter	Phone Number	-
Inmate Last Name	Rodriguez	Visit Restricted	-
Inmate Alias/Nickname	-	Placed In PC	Not Assigned
Inmate Age	28	Action Requested by Inmate/Offender	-
Inmate Age Group	22 and up (Adult)	Date of Informal Resolution	-
Inmate B&C	3491603090	Resolution Accepted by Inmate/Offender	Not Assigned
Inmate NYSID	09839298P	Appeal to Formal Hearing	Not Assigned
Inmate agrees to have IGRP staff edit	Not Assigned		

DEF 007926

statement for clarification		Hearing Disposition Status	Not Assigned
Inmate needs IGRP staff to write/requests the grievance	Not Assigned	Date Hearing Disposition Accepted/Rejected	-
Inmate has filed this grievance/request with a court of other agency	Not Assigned	Confidential Incident	No
		Interview Date	-
Inmate requires the assistance of an interpreter	Not Assigned	Date Notified of Disposition	-
Date of Incident	-	Visit Date	-
Time of Incident	-	Documented UOF/COD	-
Facility	Otis Bantum Correctional Center (OBCC)		
Inmate Housing Area Location	5 S		
Facility where incident occurred	-		
311/Grievance	Not Assigned		
Complainant First Name	-	Complainant Relationship to Inmate/Offender	-
Complainant Last Name	-		
Complainant Phone Number	-	Complainant Address	-
Complainant Email Address	-	Complainant City	-
Complaint Status	Accepted	Complainant State	-
Complaint Type	Not Assigned	Complainant ZIP	-
ADA Request Type	Not Assigned	Housing Area Type	General Population
Request Validation	Not Assigned	Response Date	-
Inmate Housing Area	-		
Created By	System	Department	Not Assigned
SLA	Not Assigned	Template	Constituent & Grievance

DEF 007927

Created Date	Jan 20, 2019 10:13 AM	DueBy Date	Jan 27, 2019 10:29 AM
Resolved Date	Jan 21, 2019 10:08 AM	Completed Date	Jan 21, 2019 10:08 AM
Time Elapsed	1hrs 8min	Response DueBy Time	-
Request Closure Code	Not Assigned	Request Closure Comments	-
Last Update Time	Jan 20, 2019 10:29 AM		

Closed without requester's acknowledgement

Comments :

Requester details

Name outgoingagency

Email outgoingagency@customerservice.ny
c.gov

Employee Id -

Contact number -

Department -

Job Title -

Mobile number -

Share Details - This Request is not shared with any user.

Resolution - No resolution found.

DEF 007928

**#183649 City of New York - Correspondence
#1-1-1672152872 Message to Agency Head,
DOC - Other Agency Complaint**

Status : Open

Priority : -

by outgoingagency on Jan 20, 2019 02:52 PM | DueBy :
Jan 27, 2019 03:07 PM (Delay by 992 days)

Description

To: constituentservices@doc.nyc.gov

Your City of New York - CRM Correspondence Number is 1-1-1672152872

DATE RECEIVED: 01/20/2019 14:46:49

DATE DUE: 02/03/2019 14:51:57

SOURCE: 3-1-1 Call Center

RELATED SR# OR CASE#: N/A

EMPLOYEE NAME OR ID#: N/A

DATE/TIME OF INCIDENT:

LANGUAGE NEED:

The e-mail message below was submitted to the City of New York via NYC.gov or the 311 Call Center. It is forwarded to your agency by the 311 Customer Service Center. In accordance with the Citywide Customer Service standard, your response is due in 14 calendar days.

Message Type:

Topic: Other Agency Complaint

First Name: ANONYMOUS

Last Name: ANONYMOUS

Organization:

Apartment Number:

Street Address: ANONYMOUS

City: ANONYMOUS

State: NY

Postal Code:

Country:

DEF 007929

Work Phone #: 2120000000

Email Address: N/A

Message: OBCC
PETER RODRIGUEZ
3491603090

I HAVE NOT HEARD FROM HIM IN ABOUT A WEEK. I RECEIVED A CALL FROM SOMEONE STATING THAT HE WAS BEING SEXUALLY ABUSED AND THAT HE HAS NOT RECEIVED ANY MEDICAL ATTENTION. HE HAS ALSO NOT GONE OUTSIDE. HE IS LOCKED UP IN A CELL BY HIMSELF AND HE DOES NOT HAVE A BED. HE HAS BEEN BEATEN AND THEY ARE REFUSING HIM CALLS. I BELIEVE THAT THEY ARE DENYING HIM FOOD AND BECAUSE OF THIS HE IS VERY WEAK. I BELIEVE THAT HIS LIFE IS IN DANGER BECAUSE HE HAS NOT CALL HOME AND THE MESSAGE THAT WAS LEFT BY SOMEONE ABOUT HIM.

Request Details

Properties

Status	Open	Site	Not associated to any site
Category	Constituent & Grievance	Escalate Issue	Yes
Subcategory	Fear for Safety/Request for Protective Custody	PREA	No
Item	None	Staff Complaint	No
Group	Constituent & Grievance	Involves DOC Employee	No
Technician	Ho, Woo	Employee(s) Involved	-
Date of Complaint	Jan 20, 2019 03:04 PM	Shield#	-
Mode	311	Employee Type	Not Assigned
CRM#/Quorum	1-1-1672152872	Witness	No
Inmate First Name	Peter	Phone Number	-
Inmate Last Name	Rodriguez	Visit Restricted	-
Inmate Alias/Nickname	-	Placed In PC	Not Assigned
Inmate Age	28	Action Requested by Inmate/Offender	-
Inmate Age Group	22 and up (Adult)	Date of Informal Resolution	-
Inmate B&C	3491603090	Resolution	Not Assigned

DEF 007930

Inmate NYSID	09839298P	Accepted by Inmate/Offender	
Inmate agrees to have IGRP staff edit statement for clarification	Not Assigned	Appeal to Formal Hearing	Not Assigned
Inmate needs IGRP staff to write/requests the grievance	Not Assigned	Hearing Disposition Status	Not Assigned
Inmate has filed this grievance/request with a court of other agency	Not Assigned	Date Hearing Disposition Accepted/Rejected	-
Inmate requires the assistance of an interpreter	Not Assigned	Confidential Incident	No
Date of Incident	-	Interview Date	-
Time of Incident	-	Date Notified of Disposition	-
Facility	Otis Bantum Correctional Center (OBCC)	Visit Date	-
Inmate Housing Area Location	5 S	Documented UOF/COD	-
Facility where incident occured	-		
311/Grievance	Not Assigned		
Complainant First Name	-	Complainant Relationship to Inmate/Offender	-
Complainant Last Name	-	Complainant Address	-
Complainant Phone Number	-	Complainant City	-
Complainant Email Address	-	Complainant State	-
Complaint Status	Accepted	Complainant ZIP	-
Complaint Type	Not Assigned	Housing Area Type	General Population
Request Validation	Not Assigned	Response Date	-
Inmate Housing Area	-		

DEF 007931

Created By	System	Department	Not Assigned
SLA	Not Assigned	Template	Constituent & Grievance
Created Date	Jan 20, 2019 02:52 PM	DueBy Date	Jan 27, 2019 03:07 PM
Response DueBy Time	-	Last Update Time	Jan 20, 2019 03:07 PM

Requester details

Name	outgoingagency
Email	outgoingagency@customerservice.ny c.gov
Employee Id	-
Contact number	-
Department	-
Job Title	-
Mobile number	-

Share Details - This Request is not shared with any user.

Resolution - No resolution found.

DEF 007932

**#184595 City of New York - Correspondence
#1-1-1674005569 Message to Agency Head,
DOC - Other Agency Complaint**

Status :	Open	Priority : -
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by outgoingagency on Jan 23, 2019 06:56 PM | DueBy :
Jan 30, 2019 07:00 PM (Delay by 988 days)

Description

To: constituentservices@doc.nyc.gov

Your City of New York - CRM Correspondence Number is 1-1-1674005569

DATE RECEIVED: 01/23/2019 18:52:38

DATE DUE: 02/06/2019 18:56:17

SOURCE: 3-1-1 Call Center

RELATED SR# OR CASE#: N/A

EMPLOYEE NAME OR ID#: N/A

DATE/TIME OF INCIDENT: 01/23/2019 18:52:47

LANGUAGE NEED:

The e-mail message below was submitted to the City of New York via NYC.gov or the 311 Call Center. It is forwarded to your agency by the 311 Customer Service Center. In accordance with the Citywide Customer Service standard, your response is due in 14 calendar days.

Message Type:

Topic: Other Agency Complaint

First Name: ANONYMOUS

Last Name: ANONYMOUS

Organization:

Apartment Number:

Street Address: ANONYMOUS

City: ANONYMOUS

State: NY

Postal Code:

Country:

DEF 007933

Work Phone #: 2120000000

Email Address: N/A

Message: Peter Rodriguez – Booking # 3491603090 – Housing OBCC
Mr. Rodriguez is threatening to kill himself due. He asked for Mental Health services and was transferred.

Request Details

Properties

Status	Open	Site	Not associated to any site
Category	Constituent & Grievance	Escalate Issue	No
Subcategory	Mental Health	PREA	No
Item	Suicidal Ideations	Staff Complaint	No
Group	Constituent & Grievance	Involves DOC Employee	No
Technician	Damien Cange	Employee(s) Involved	-
Date of Complaint	Jan 23, 2019 06:59 PM	Shield#	-
Mode	311	Employee Type	Not Assigned
CRM#/Quorum	1-1-1674005569	Witness	No
Inmate First Name	PETER	Phone Number	-
Inmate Last Name	RODRIGUEZ	Visit Restricted	-
Inmate Alias/Nickname	-	Placed In PC	Not Assigned
Inmate Age	28	Action Requested by Inmate/Offender	-
Inmate Age Group	22 and up (Adult)	Date of Informal Resolution	-
Inmate B&C	3491603090	Resolution Accepted by Inmate/Offender	Not Assigned
Inmate NYSID	09839298P	Appeal to Formal Hearing	Not Assigned
Inmate agrees to have IGRP staff edit statement for clarification	Not Assigned	Hearing	Not Assigned

DEF 007934

Inmate needs IGRP staff to write/requests the grievance	Not Assigned	Disposition Status	-
Inmate has filed this grievance/request with a court of other agency	Not Assigned	Date Hearing Disposition Accepted/Rejected	-
Inmate requires the assistance of an interpreter	Not Assigned	Confidential Incident	No
Date of Incident	-	Interview Date	-
Time of Incident	-	Date Notified of Disposition	-
Facility	Otis Bantum Correctional Center (OBCC)	Visit Date	-
Inmate Housing Area Location	5 S	Documented UOF/COD	-
Facility where incident occurred	-		
311/Grievance	Not Assigned		
Complainant First Name	-	Complainant Relationship to Inmate/Offender	-
Complainant Last Name	-	Complainant Address	-
Complainant Phone Number	-	Complainant City	-
Complainant Email Address	-	Complainant State	-
Complaint Status	Accepted	Complainant ZIP	-
Complaint Type	Not Assigned	Housing Area Type	General Population
ADA Request Type	Not Assigned	Response Date	-
Request Validation	Not Assigned		
Inmate Housing Area	-		
Created By	System	Department	Not Assigned
SLA	Not Assigned	Template	Constituent & Grievance
Created Date	Jan 23, 2019 06:56 PM	DueBy Date	Jan 30, 2019 07:00 PM

DEF 007935

Response DueBy Time	-	Last Update Time	Jan 23, 2019 07:00 PM
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Requester details

Name	outgoingagency
Email	outgoingagency@customerservice.ny c.gov
Employee Id	-
Contact number	-
Department	-
Job Title	-
Mobile number	-

Share Details - This Request is not shared with any user.

Resolution - No resolution found.

DEF 007936

#184905 City of New York - Correspondence #1-1-1674316575 Message to Agency Head, DOC - Other Agency Complaint

✓ Closed

Priority : -

by outgoingagency on Jan 24, 2019 12:59 PM | DueBy : N/A

Description

To: constituentservices@doc.nyc.gov

Your City of New York - CRM Correspondence Number is 1-1-1674316575

DATE RECEIVED: 01/24/2019 12:50:24

DATE DUE: 02/07/2019 12:59:50

SOURCE: 3-1-1 Call Center

RELATED SR# OR CASE#: N/A

EMPLOYEE NAME OR ID#: N/A

DATE/TIME OF INCIDENT: 01/24/2019 12:50:30

LANGUAGE NEED:

The e-mail message below was submitted to the City of New York via NYC.gov or the 311 Call Center. It is forwarded to your agency by the 311 Customer Service Center. In accordance with the Citywide Customer Service standard, your response is due in 14 calendar days.

Message Type:

Topic: Other Agency Complaint

First Name: ANONYMOUS

Last Name: ANONYMOUS

Organization:

Apartment Number:

Street Address: ANONYMOUS

City: ANONYMOUS

State: NY

Postal Code:

Country:

Work Phone #: 2120000000

DEF 007937

Email Address: N/A

Message: Otis Bantum Correctional Center
PETER RODRIGUEZ
3491603090

INMATE IS CALLING TO BE TRANSFERRED TO ANOTHER ANOTHER FACILITY FROM OBCC HE HAS GOTTEN ASSAULTED BY NUMEROUS OFFICERS AND NOW THEY ARE MAKING THREATS AGAINST HIM AND ARE CONTINUING TO ASSAULT HIM,

THEY HAVE BEEN CHANGING HIS PIN AND TAKING HIS MONEY AS WELL AS GIVING HIS PIN OUT. THEY ARE ALSO THREATENING TO TAKE HIM WHERE THERE ARE NO CAMERAS AND ASSAULT HIM.. HE JUST WANTS IT ON RECORD IN CASE SOMETHING HAPPENES TO HIM HE HAS PROOF OF A REPORT.

Request Details

Properties

Status	Closed	Site	Not associated to any site
Category	Constituent & Grievance	Escalate Issue	No
Subcategory	Use of Force	PREA	No
Item	Type B	Staff Complaint	No
Group	Constituent & Grievance	Involves DOC Employee	No
Technician	Nathan Lebron	Employee(s) Involved	-
Date of Complaint	Jan 24, 2019 02:20 PM	Shield#	-
Mode	311	Employee Type	Not Assigned
CRM#/Quorum	1-1-1674316575	Witness	No
Inmate First Name	Peter	Phone Number	-
Inmate Last Name	Rodriguez	Visit Restricted	-
Inmate Alias/Nickname	-	Placed In PC	Not Assigned
Inmate Age	28	Action Requested by Inmate/Offender	-
Inmate Age Group	22 and up (Adult)	Date of Informal Resolution	-
Inmate B&C	3491603090	Resolution Accepted by	Not Assigned
Inmate NYSID	09839298P		

DEF 007938

Inmate agrees to have IGRP staff edit statement for clarification	Not Assigned	Inmate/Offender	
		Appeal to Formal Hearing	Not Assigned
Inmate needs IGRP staff to write/requests the grievance	Not Assigned	Hearing Disposition Status	Not Assigned
Inmate has filed this grievance/request with a court of other agency	Not Assigned	Date Hearing Disposition Accepted/Rejected	-
Inmate requires the assistance of an interpreter	Not Assigned	Confidential Incident	No
Date of Incident	-	Interview Date	-
Time of Incident	-	Date Notified of Disposition	-
Facility	Otis Bantum Correctional Center (OBCC)	Visit Date	-
Inmate Housing Area Location	5 S	Documented UOF/COD	0502/19
Facility where incident occurred	-		
311/Grievance	Not Assigned		
Complainant First Name	Anonymous	Complainant Relationship to Inmate/Offender	-
Complainant Last Name	Anonymous	Complainant Address	-
Complainant Phone Number	-	Complainant City	-
Complainant Email Address	-	Complainant State	-
Complaint Status	Rejected	Complainant ZIP	-
Complaint Type	Not Assigned	Housing Area Type	General Population
ADA Request Type	Not Assigned	Response Date	-
Request Validation	Not Assigned		
Inmate Housing Area	-		
Created By	System	Department	Not Assigned

DEF 007939

SLA	Not Assigned	Template	Constituent & Grievance
Created Date	Jan 24, 2019 12:59 PM	DueBy Date	-
Resolved Date	Jan 24, 2019 02:22 PM	Completed Date	Jan 24, 2019 02:22 PM
Time Elapsed	1hrs 22min	Response DueBy Time	-
Request Closure Code	Not Assigned	Request Closure Comments	-
Last Update Time	Jan 24, 2019 08:00 PM		

Closed without requester's acknowledgement

Comments :

Requester details

Name outgoingagency

Email outgoingagency@customerservice.ny
c.gov

Employee Id -

Contact number -

Department -

Job Title -

Mobile number -

Share Details - This Request is not shared with any user.

Resolution - No resolution found.

DEF 007940

#185064 City of New York - Correspondence #1-1-1674454745 Message to Agency Head, DOC - Other Agency Complaint

✓ Closed

Priority : -

by outgoingagency on Jan 24, 2019 08:57 PM | DueBy :
Jan 31, 2019 09:47 PM

Description

To: constituentservices@doc.nyc.gov

Your City of New York - CRM Correspondence Number is 1-1-1674454745

DATE RECEIVED: 01/24/2019 20:52:44

DATE DUE: 02/07/2019 20:56:56

SOURCE: 3-1-1 Call Center

RELATED SR# OR CASE#: N/A

EMPLOYEE NAME OR ID#: N/A

DATE/TIME OF INCIDENT: 01/24/2019 20:53:51

LANGUAGE NEED:

The e-mail message below was submitted to the City of New York via NYC.gov or the 311 Call Center. It is forwarded to your agency by the 311 Customer Service Center. In accordance with the Citywide Customer Service standard, your response is due in 14 calendar days.

Message Type:

Topic: Other Agency Complaint

First Name: ANONYMOUS

Last Name: ANONYMOUS

Organization:

Apartment Number:

Street Address: ANONYMOUS

City: ANONYMOUS

State: NY

Postal Code:

Country:

DEF 007941

Work Phone #: 2120000000

Email Address: N/A

Message: CALLER RODRIGUEZ PETER 3491603090 OBCC (Otis Bantum Correctional Center IS MAKING A COMPLAINT BECAUSE HE IS BEING DENIED MENTAL HEALTH FEEL LIKE KILING HIS SELF

Request Details

Properties

Status	Closed	Site	Not associated to any site
Category	Constituent & Grievance	Escalate Issue	Yes
Subcategory	Mental Health	PREA	No
Item	Suicidal Ideations	Staff Complaint	No
Group	Constituent & Grievance	Involves DOC Employee	No
Technician	Kristine McCormick	Employee(s) Involved	-
Date of Complaint	Jan 24, 2019 09:16 PM	Shield#	-
Mode	311	Employee Type	Not Assigned
CRM#/Quorum	1-1-1674454745	Witness	No
Inmate First Name	Peter	Phone Number	-
Inmate Last Name	Rodriguez	Visit Restricted	-
Inmate Alias/Nickname	-	Placed In PC	Not Assigned
Inmate Age	28	Action Requested by Inmate/Offender	-
Inmate Age Group	22 and up (Adult)	Date of Informal Resolution	-
Inmate B&C	3491603090	Resolution Accepted by Inmate/Offender	Not Assigned
Inmate NYSID	09839298P	Appeal to Formal Hearing	Not Assigned
Inmate agrees to have IGRP staff edit statement for clarification	Not Assigned	Hearing Disposition	Not Assigned

DEF 007942

Inmate needs IGRP staff to write/requests the grievance	Not Assigned	Status	
		Date Hearing Disposition Accepted/Rejected	-
Inmate has filed this grievance/request with a court of other agency	Not Assigned	Confidential Incident	No
		Interview Date	-
Inmate requires the assistance of an interpreter	Not Assigned	Date Notified of Disposition	-
Date of Incident	-	Visit Date	-
Time of Incident	-	Documented UOF/COD	-
Facility	Otis Bantum Correctional Center (OBCC)		
Inmate Housing Area Location	5 U		
Facility where incident occurred	-		
311/Grievance	Not Assigned		
Complainant First Name	-	Complainant Relationship to Inmate/Offender	-
Complainant Last Name	-		
Complainant Phone Number	-	Complainant Address	-
Complainant Email Address	-	Complainant City	-
Complaint Status	Accepted	Complainant State	-
Complaint Type	Not Assigned	Complainant ZIP	-
ADA Request Type	Not Assigned	Housing Area Type	General Population
Request Validation	Abated	Response Date	-
Inmate Housing Area	-		
Created By	System	Department	Not Assigned
SLA	Not Assigned	Template	Constituent & Grievance
Created Date	Jan 24, 2019 08:57 PM	DueBy Date	Jan 31, 2019 09:47 PM

DEF 007943

Resolved Date	Jan 29, 2019 07:38 PM	Completed Date	Jan 29, 2019 07:38 PM
Time Elapsed	27hrs 0min	Response DueBy Time	-
Request Closure Code	Not Assigned	Request Closure Comments	-
Last Update Time	Jan 29, 2019 07:38 PM		

Closed without requester's acknowledgement

Comments :

Requester details

Name	outgoingagency
Email	outgoingagency@customerservice.ny c.gov
Employee Id	-
Contact number	-
Department	-
Job Title	-
Mobile number	-

Share Details - This Request is not shared with any user.

Resolution - No resolution found.

DEF 007944

**#185317 City of New York - Correspondence
#1-1-1674845558 Message to Agency Head,
DOC - Other Agency Complaint**

Status : Open

Priority : -

by outgoingagency on Jan 25, 2019 02:54 PM | DueBy :
Feb 1, 2019 03:23 PM (Delay by 987 days)

Description

To: constituentservices@doc.nyc.gov

Your City of New York - CRM Correspondence Number is 1-1-1674845558

DATE RECEIVED: 01/25/2019 14:53:03

DATE DUE: 02/08/2019 14:54:29

SOURCE: 3-1-1 Call Center

RELATED SR# OR CASE#: N/A

EMPLOYEE NAME OR ID#: N/A

DATE/TIME OF INCIDENT:

LANGUAGE NEED:

The e-mail message below was submitted to the City of New York via NYC.gov or the 311 Call Center. It is forwarded to your agency by the 311 Customer Service Center. In accordance with the Citywide Customer Service standard, your response is due in 14 calendar days.

Message Type:

Topic: Other Agency Complaint

First Name: ANONYMOUS

Last Name: ANONYMOUS

Organization:

Apartment Number:

Street Address: ANONYMOUS

City: ANONYMOUS

State: NY

Postal Code:

Country:

DEF 007945

Work Phone #: 2120000000

Email Address: N/A

Message: CALLER DIGESTED A BATTERY IN HIS GRUB AND NOW IS EXPERIENCING VOILENT STOMACH PAINS
 OBCC
 RIKERS
 BOOK AND CASE 3491603090
 PETER RODRIGUEZ

Request Details

Properties

Status	Open	Site	Not associated to any site
Category	Constituent & Grievance	Escalate Issue	Yes
Subcategory	Mental Health	PREA	No
Item	Suicidal Ideations	Staff Complaint	No
Group	Constituent & Grievance	Involves DOC Employee	No
Technician	Ho, Woo	Employee(s) Involved	-
Date of Complaint	Jan 25, 2019 03:20 PM	Shield#	-
Mode	311	Employee Type	Not Assigned
CRM#/Quorum	1-1-1674845558	Witness	No
Inmate First Name	Peter	Phone Number	-
Inmate Last Name	Rodriguez	Visit Restricted	-
Inmate Alias/Nickname	-	Placed In PC	Not Assigned
Inmate Age	28	Action Requested by Inmate/Offender	-
Inmate Age Group	22 and up (Adult)	Date of Informal Resolution	-
Inmate B&C	3491603090	Resolution Accepted by Inmate/Offender	Not Assigned
Inmate NYSID	09839298P	Appeal to	Not Assigned
Inmate agrees to have IGRP	Not Assigned		

DEF 007946

staff edit statement for clarification		Formal Hearing	
Inmate needs IGRP staff to write/requests the grievance	Not Assigned	Hearing Disposition Status	Not Assigned
Inmate has filed this grievance/request with a court of other agency	Not Assigned	Date Hearing Disposition Accepted/Rejected	-
Inmate requires the assistance of an interpreter	Not Assigned	Confidential Incident	No
Date of Incident	-	Interview Date	-
Time of Incident	-	Date Notified of Disposition	-
Facility	Otis Bantum Correctional Center (OBCC)	Visit Date	-
Inmate Housing Area Location	RR	Documented UOF/COD	-
Facility where incident occurred	-		
311/Grievance	Not Assigned		
Complainant First Name	-	Complainant Relationship to Inmate/Offender	-
Complainant Last Name	-	Complainant Address	-
Complainant Phone Number	-	Complainant City	-
Complainant Email Address	-	Complainant State	-
Complaint Status	Accepted	Complainant ZIP	-
Complaint Type	Not Assigned	Housing Area Type	General Population
ADA Request Type	Not Assigned	Response Date	-
Request Validation	Not Assigned		
Inmate Housing Area	-		
Created By	System	Department	Not Assigned
SLA	Not Assigned	Template	Constitutional Grievance

DEF 007947

Created Date	Jan 25, 2019 02:54 PM	DueBy Date	Feb 1, 2019 03:23 PM
Response DueBy Time	-	Last Update Time	Jan 25, 2019 03:23 PM

Requester details

Name	outgoingagency
Email	outgoingagency@customerservice.ny c.gov
Employee Id	-
Contact number	-
Department	-
Job Title	-
Mobile number	-

Share Details - This Request is not shared with any user.

Resolution - No resolution found.

DEF 007948

#189564 City of New York - Correspondence
#1-1-1681683081 Message to Agency Head,
DOC - Other Agency Complaint

Status : Open

Priority : -

by outgoingagency on Feb 10, 2019 05:34 PM | DueBy :
Feb 17, 2019 05:42 PM (Delay by 970 days)

Description

To: constituentservices@doc.nyc.gov

Your City of New York - CRM Correspondence Number is 1-1-1681683081

DATE RECEIVED: 02/10/2019 17:26:14

DATE DUE: 02/24/2019 17:34:14

SOURCE: 3-1-1 Call Center

RELATED SR# OR CASE#: N/A

EMPLOYEE NAME OR ID#: N/A

DATE/TIME OF INCIDENT: 02/10/2019 17:26:22

LANGUAGE NEED:

The e-mail message below was submitted to the City of New York via NYC.gov or the 311 Call Center. It is forwarded to your agency by the 311 Customer Service Center. In accordance with the Citywide Customer Service standard, your response is due in 14 calendar days.

Message Type:

Topic: Other Agency Complaint

First Name: [REDACTED]

Last Name: [REDACTED]

Organization:

Apartment Number:

Street Address: N/A N/A

City: N/A

State: NY

Postal Code: 0000

Country:

DEF 007949

Work Phone #: [REDACTED]

Email Address: N/A

Message: peter rodriguez boooking and case 3491603090. he is being blamed because the lights were turned on at 5am. his life is in danger because now they threaten to heart him. they are the one that serve the food. the ones that want to jump him.

Request Details

Properties

Status	Open	Site	Not associated to any site
Category	Constituent & Grievance	Escalate Issue	Yes
Subcategory	Fear for Safety/Request for Protective Custody	PREA	No
Item	None	Staff Complaint	No
Group	Constituent & Grievance	Involves DOC Employee	No
Technician	Wendy Brunson	Employee(s) Involved	-
Date of Complaint	Feb 10, 2019 05:40 PM	Shield#	-
Mode	311	Employee Type	Not Assigned
CRM#/Quorum	1-1-1681683081	Witness	No
Inmate First Name	PETER	Phone Number	-
Inmate Last Name	RODRIGUEZ	Visit Restricted	-
Inmate Alias/Nickname	-	Placed In PC	Not Assigned
Inmate Age	28	Action Requested by Inmate/Offender	-
Inmate Age Group	22 and up (Adult)	Date of Informal Resolution	-
Inmate B&C	3491603090	Resolution Accepted by Inmate/Offender	Not Assigned
Inmate NYSID	09839298P	Appeal to Formal Hearing	Not Assigned
Inmate agrees to have IGRP staff edit	Not Assigned	Hearing	Not Assigned

DEF 007950

statement for clarification		Disposition Status	
Inmate needs IGRP staff to write/requests the grievance	Not Assigned	Date Hearing Disposition Accepted/Rejected	-
Inmate has filed this grievance/request with a court of other agency	Not Assigned	Confidential Incident	No
		Interview Date	-
Inmate requires the assistance of an interpreter	Not Assigned	Date Notified of Disposition	-
		Visit Date	-
Date of Incident	-	Documented UOF/COD	-
Time of Incident	-		
Facility	North Infirmar Command (NIC)		
Inmate Housing Area Location	3B		
Facility where incident occurred	-		
311/Grievance	Not Assigned		
Complainant First Name	-	Complainant Relationship to Inmate/Offender	-
Complainant Last Name	-		
Complainant Phone Number	-	Complainant Address	-
Complainant Email Address	-	Complainant City	-
Complaint Status	Accepted	Complainant State	-
Complaint Type	Not Assigned	Complainant ZIP	-
ADA Request Type	Not Assigned	Housing Area Type	Not Assigned
Request Validation	Not Assigned	Response Date	-
Inmate Housing Area	-		
Created By	System	Department	Not Assigned
SLA	Not Assigned	Template	Constituent & Grievance
Created Date	Feb 10, 2019 05:34 PM	DueBy Date	Feb 17, 2019 05:42 PM

DEF 007951

Response
DueBy Time

Last Update
Time

Feb 11, 2019 08:19 AM

Requester details

Name	outgoingagency
Email	outgoingagency@customerservice.ny c.gov
Employee Id	-
Contact number	-
Department	-
Job Title	-
Mobile number	-

Share Details - This Request is not shared with any user.

Resolution - No resolution found.

DEF 007952

**#191383 City of New York - Correspondence
#1-1-1684133740 Message to Agency Head,
DOC - Other Agency Complaint**

Status : Open

Priority : -

by outgoingagency on Feb 16, 2019 09:39 PM | DueBy :
Feb 23, 2019 09:49 PM (Delay by 964 days)

Description

To: constituentservices@doc.nyc.gov

Your City of New York - CRM Correspondence Number is 1-1-1684133740

DATE RECEIVED: 02/16/2019 21:36:58

DATE DUE: 03/02/2019 21:39:06

SOURCE: 3-1-1 Call Center

RELATED SR# OR CASE#: N/A

EMPLOYEE NAME OR ID#: N/A

DATE/TIME OF INCIDENT: 02/16/2019 21:38:36

LANGUAGE NEED:

The e-mail message below was submitted to the City of New York via NYC.gov or the 311 Call Center. It is forwarded to your agency by the 311 Customer Service Center. In accordance with the Citywide Customer Service standard, your response is due in 14 calendar days.

Message Type:

Topic: Other Agency Complaint

First Name: ANONYMOUS

Last Name: ANONYMOUS

Organization:

Apartment Number:

Street Address: ANONYMOUS

City: ANONYMOUS

State: NY

Postal Code:

Country:

DEF 007953

Work Phone #: 2120000000

Email Address: N/A

Message: SWALLOWED A BATTERY PETER RODRIGUEZ 3491603090 OBCC

Request Details

Properties

Status	Open	Site	Not associated to any site
Category	Constituent & Grievance	Escalate Issue	Yes
Subcategory	Mental Health	PREA	No
Item	Suicidal Ideations	Staff Complaint	No
Group	Constituent & Grievance	Involves DOC Employee	No
Technician	Damien Cange	Employee(s) Involved	-
Date of Complaint	Feb 16, 2019 09:47 PM	Shield#	-
Mode	311	Employee Type	Not Assigned
CRM#/Quorum	1-1-1684133740	Witness	No
Inmate First Name	PETER	Phone Number	-
Inmate Last Name	RODRIGUEZ	Visit Restricted	-
Inmate Alias/Nickname	-	Placed In PC	Not Assigned
Inmate Age	28	Action Requested by Inmate/Offender	-
Inmate Age Group	22 and up (Adult)	Date of Informal Resolution	-
Inmate B&C	3491603090	Resolution Accepted by Inmate/Offender	Not Assigned
Inmate NYSID	09839298P	Appeal to Formal Hearing	Not Assigned
Inmate agrees to have IGRP staff edit statement for clarification	Not Assigned	Hearing Disposition	Not Assigned

DEF 007954

Inmate needs IGRP staff to write/requests the grievance	Not Assigned	Status	
		Date Hearing Disposition Accepted/Rejected	-
Inmate has filed this grievance/request with a court of other agency	Not Assigned	Confidential Incident	No
		Interview Date	-
Inmate requires the assistance of an interpreter	Not Assigned	Date Notified of Disposition	-
Date of Incident	-	Visit Date	-
Time of Incident	-	Documented UOF/COD	-
Facility	Otis Bantum Correctional Center (OBCC)		
Inmate Housing Area Location	2 S		
Facility where incident occurred	-		
311/Grievance	Not Assigned		
Complainant First Name	-	Complainant Relationship to Inmate/Offender	-
Complainant Last Name	-		
Complainant Phone Number	-	Complainant Address	-
Complainant Email Address	-	Complainant City	-
Complaint Status	Accepted	Complainant State	-
Complaint Type	Not Assigned	Complainant ZIP	-
ADA Request Type	Not Assigned	Housing Area Type	General Population
Request Validation	Not Assigned	Response Date	-
Inmate Housing Area	-		
Created By	System	Department	Not Assigned
SLA	Not Assigned	Template	Constituent & Grievance
Created Date	Feb 16, 2019 09:39 PM	DueBy Date	Feb 23, 2019 09:49 PM

DEF 007955

Response
DueBy Time

-

Last Update
Time

Feb 16, 2019 09:49 PM

Requester details

Name outgoingagency

Email outgoingagency@customerservice.ny
c.gov

Employee Id -

Contact number -

Department -

Job Title -

Mobile number -

Share Details - This Request is not shared with any user.

Resolution - No resolution found.

DEF 007956

**#192399 City of New York - Correspondence
#1-1-1685828095 Message to Agency Head,
DOC - Other Agency Complaint**

Status : Open

Priority : -

by outgoingagency on Feb 20, 2019 10:00 PM | DueBy :
Feb 27, 2019 10:14 PM (Delay by 960 days)

Description

To: constituentservices@doc.nyc.gov

Your City of New York - CRM Correspondence Number is 1-1-1685828095

DATE RECEIVED: 02/20/2019 21:58:18

DATE DUE: 03/06/2019 22:00:25

SOURCE: 3-1-1 Call Center

RELATED SR# OR CASE#: N/A

EMPLOYEE NAME OR ID#: N/A

DATE/TIME OF INCIDENT: 02/20/2019 21:59:15

LANGUAGE NEED:

The e-mail message below was submitted to the City of New York via NYC.gov or the 311 Call Center. It is forwarded to your agency by the 311 Customer Service Center. In accordance with the Citywide Customer Service standard, your response is due in 14 calendar days.

Message Type:

Topic: Other Agency Complaint

First Name: ANONYMOUS

Last Name: ANONYMOUS

Organization:

Apartment Number:

Street Address: ANONYMOUS

City: ANONYMOUS

State: NY

Postal Code:

Country:

DEF 007957

Work Phone #: 2120000000

Email Address: N/A

Message: Otis Bantum Correctional Center (OBCC)
peter rodriguez
349 160 3090

i sawolled a battery and they are denying me medical services and im in alot of pain

Request Details

Properties

Status	Open	Site	Not associated to any site
Category	Constituent & Grievance	Escalate Issue	Yes
Subcategory	Mental Health	PREA	No
Item	Suicidal Ideations	Staff Complaint	No
Group	Constituent & Grievance	Involves DOC Employee	No
Technician	Damien Cange	Employee(s) Involved	-
Date of Complaint	Feb 20, 2019 10:13 PM	Shield#	-
Mode	311	Employee Type	Not Assigned
CRM#/Quorum	1-1-1685828095	Witness	No
Inmate First Name	PETER	Phone Number	-
Inmate Last Name	RODRIGUEZ	Visit Restricted	-
Inmate Alias/Nickname	-	Placed In PC	Not Assigned
Inmate Age	28	Action Requested by Inmate/Offender	-
Inmate Age Group	22 and up (Adult)	Date of Informal Resolution	-
Inmate B&C	3491603090	Resolution Accepted by Inmate/Offender	Not Assigned
Inmate NYSID	09839298P	Appeal to	Not Assigned
Inmate agrees to have IGRP	Not Assigned		

DEF 007958

staff edit statement for clarification		Formal Hearing	
		Hearing Disposition Status	Not Assigned
Inmate needs IGRP staff to write/requests the grievance	Not Assigned	Date Hearing Disposition Accepted/Rejected	-
Inmate has filed this grievance/request with a court of other agency	Not Assigned	Confidential Incident	No
Inmate requires the assistance of an interpreter	Not Assigned	Interview Date	-
		Date Notified of Disposition	-
Date of Incident	-	Visit Date	-
Time of Incident	-	Documented UOF/COD	-
Facility	Otis Bantum Correctional Center (OBCC)		
Inmate Housing Area Location	RR		
Facility where incident occurred	-		
311/Grievance	Not Assigned		
Complainant First Name	-	Complainant Relationship to Inmate/Offender	-
Complainant Last Name	-		
Complainant Phone Number	-	Complainant Address	-
Complainant Email Address	-	Complainant City	-
Complaint Status	Accepted	Complainant State	-
Complaint Type	Not Assigned	Complainant ZIP	-
ADA Request Type	Not Assigned	Housing Area Type	General Population
Request Validation	Not Assigned	Response Date	-
Inmate Housing Area	-		
Created By	System	Department	Not Assigned
SLA	Not Assigned	Template	Constitutional Grievance

DEF 007959

Created Date Feb 20, 2019 10:00 PM

DueBy Date Feb 27, 2019 10:14 PM

Response
DueBy Time -

Last Update
Time Feb 20, 2019 10:19 PM

Requester details

Name outgoingagency

Email outgoingagency@customerservice.ny
c.gov

Employee Id -

Contact number -

Department -

Job Title -

Mobile number -

Share Details - This Request is not shared with any user.

Resolution - No resolution found.

DEF 007960

#192689 City of New York - Correspondence #1-1-1686115627 Message to Agency Head, DOC - Other Agency Complaint

✓ Closed Priority : -

by outgoingagency on Feb 21, 2019 04:30 PM | DueBy :
Feb 28, 2019 04:43 PM

Description

To: constituentservices@doc.nyc.gov

Your City of New York - CRM Correspondence Number is 1-1-1686115627

DATE RECEIVED: 02/21/2019 16:26:04

DATE DUE: 03/07/2019 16:30:01

SOURCE: 3-1-1 Call Center

RELATED SR# OR CASE#: N/A

EMPLOYEE NAME OR ID#: N/A

DATE/TIME OF INCIDENT:

LANGUAGE NEED:

The e-mail message below was submitted to the City of New York via NYC.gov or the 311 Call Center. It is forwarded to your agency by the 311 Customer Service Center. In accordance with the Citywide Customer Service standard, your response is due in 14 calendar days.

Message Type:

Topic: Other Agency Complaint

First Name: ANONYMOUS

Last Name: ANONYMOUS

Organization:

Apartment Number:

Street Address: ANONYMOUS

City: ANONYMOUS

State: NY

Postal Code:

Country:

DEF 007961

Work Phone #: 2120000000

Email Address: N/A

Message: 3491603090 OBCC I WAS IN A LOT OF PAIN I SWALLOWED A BATTERY IM THROWING UP BLOOD. PETR RODINGEZ. THEY REFUSE TO TAKE ME TO THE HOSPITAL.

Request Details

Properties

Status	Closed	Site	Not associated to any site
Category	Constituent & Grievance	Escalate Issue	No
Subcategory	Mental Health	PREA	No
Item	Inmate's Mental Health	Staff Complaint	No
Group	Constituent & Grievance	Involves DOC Employee	No
Technician	Viviana Landazuri	Employee(s) Involved	-
Date of Complaint	Feb 21, 2019 04:41 PM	Shield#	-
Mode	311	Employee Type	Not Assigned
CRM#/Quorum	1-1-1686115627	Witness	No
Inmate First Name	Peter	Phone Number	-
Inmate Last Name	Rodriguez	Visit Restricted	-
Inmate Alias/Nickname	-	Placed in PC	Not Assigned
Inmate Age	28	Action Requested by Inmate/Offender	-
Inmate Age Group	22 and up (Adult)	Date of Informal Resolution	-
Inmate B&C	3491603090	Resolution Accepted by Inmate/Offender	Not Assigned
Inmate NYSID	09839298P	Appeal to Formal Hearing	Not Assigned
Inmate agrees to have IGRP staff edit statement for clarification	Not Assigned	Hearing Disposition	Not Assigned

DEF 007962

Inmate needs IGRP staff to write/requests the grievance	Not Assigned	Status	
		Date Hearing Disposition Accepted/Rejected	-
Inmate has filed this grievance/request with a court of other agency	Not Assigned	Confidential Incident	No
		Interview Date	-
Inmate requires the assistance of an interpreter	Not Assigned	Date Notified of Disposition	-
Date of Incident	-	Visit Date	-
Time of Incident	-	Documented UOF/COD	-
Facility	Otis Bantum Correctional Center (OBCC)		
Inmate Housing Area Location	5 W		
Facility where incident occurred	-		
311/Grievance	Not Assigned		
Complainant First Name	-	Complainant Relationship to Inmate/Offender	-
Complainant Last Name	-		
Complainant Phone Number	-	Complainant Address	-
Complainant Email Address	-	Complainant City	-
Complaint Status	Accepted	Complainant State	-
Complaint Type	Not Assigned	Complainant ZIP	-
ADA Request Type	Not Assigned	Housing Area Type	General Population
Request Validation	Abated	Response Date	-
Inmate Housing Area	-		
Created By	System	Department	Not Assigned
SLA	Not Assigned	Template	Constituent & Grievance
Created Date	Feb 21, 2019 04:30 PM	DueBy Date	Feb 28, 2019 04:43 PM

DEF 007963

Resolved Date	Feb 26, 2019 04:48 PM	Completed Date	Feb 26, 2019 04:48 PM
Time Elapsed	27hrs 17min	Response DueBy Time	-
Request Closure Code	Not Assigned	Request Closure Comments	-
Last Update Time	Feb 26, 2019 04:47 PM		

Closed without requester's acknowledgement

Comments :

Requester details

Name	outgoingagency
Email	outgoingagency@customerservice.ny c.gov
Employee Id	-
Contact number	-
Department	-
Job Title	-
Mobile number	-

Share Details - This Request is not shared with any user.

Resolution - No resolution found.

DEF 007964

#198594 City of New York - Correspondence #1-1-1695183603 Message to Agency Head, DOC - Other Agency Complaint

✓ Closed

Priority : -

by outgoingagency on Mar 15, 2019 04:35 PM | DueBy :
Mar 22, 2019 04:41 PM (Delayed by 5 days)

Description

To: constituentservices@doc.nyc.gov

Your City of New York - CRM Correspondence Number is 1-1-1695183603

DATE RECEIVED: 03/15/2019 16:31:40

DATE DUE: 03/29/2019 16:34:40

SOURCE: 3-1-1 Call Center

RELATED SR# OR CASE#: N/A

EMPLOYEE NAME OR ID#: N/A

DATE/TIME OF INCIDENT: 03/15/2019 16:29:55

LANGUAGE NEED:

The e-mail message below was submitted to the City of New York via NYC.gov or the 311 Call Center. It is forwarded to your agency by the 311 Customer Service Center. In accordance with the Citywide Customer Service standard, your response is due in 14 calendar days.

Message Type:

Topic: Other Agency Complaint

First Name: ANONYMOUS

Last Name: ANONYMOUS

Organization:

Apartment Number:

Street Address: ANONYMOUS

City: ANONYMOUS

State: NY

Postal Code:

Country:

DEF 007965

Work Phone #: 2120000000

Email Address: N/A

Message: PETER RODRIGUEZ LOCATED AT West Facility (WF) AND HIS BOOK AND CASE IS 3491603090 I HAD ASKED THE OFFICER ON THE FLOOR HER NAME IS GOMEZ IM HAVING ISSUES WITH MY ASTHMA AND THE OFFICIERS ARE REFUSING TO CALL ANYBODY. THEY ARE REFUSING TO CALL THE MEDICAL EMERGENCY FOR ME

Request Details

Properties

Status	Closed	Site	Not associated to any site
Category	Constituent & Grievance	Escalate Issue	No
Subcategory	Medical – DOC Facility Related	PREA	No
Item	Access to Care	Staff Complaint	Yes
Group	Constituent & Grievance	Involves DOC Employee	Yes
Technician	Ho, Woo	Employee(s) Involved	CO Gomez
Date of Complaint	Mar 15, 2019 04:40 PM	Shield#	N/A
Mode	311	Employee Type	Uniformed Staff
CRM#/Quorum	1-1-1695183603	Witness	No
Inmate First Name	Peter	Phone Number	-
Inmate Last Name	Rodriguez	Visit Restricted	-
Inmate Alias/Nickname	-	Placed In PC	Not Assigned
Inmate Age	28	Action Requested by Inmate/Offender	-
Inmate Age Group	22 and up (Adult)	Date of Informal Resolution	-
Inmate B&C	3491603090	Resolution Accepted by Inmate/Offender	Not Assigned
Inmate NYSID	09839298P	Appeal to Formal Hearing	Not Assigned
Inmate agrees to have IGRP staff edit	Not Assigned		

DEF 007966

statement for clarification		Hearing Disposition Status	Not Assigned
Inmate needs IGRP staff to write/requests the grievance	Not Assigned	Date Hearing Disposition Accepted/Rejected	-
Inmate has filed this grievance/request with a court of other agency	Not Assigned	Confidential Incident	No
		Interview Date	-
Inmate requires the assistance of an interpreter	Not Assigned	Date Notified of Disposition	-
Date of Incident	-	Visit Date	-
Time of Incident	-	Documented UOF/COD	-
Facility	West Facility (WF)		
Inmate Housing Area Location	SPR 7		
Facility where incident occurred	-		
311/Grievance	Not Assigned		
Complainant First Name	-	Complainant Relationship to Inmate/Offender	-
Complainant Last Name	-		
Complainant Phone Number	-	Complainant Address	-
Complainant Email Address	-	Complainant City	-
Complaint Status	Accepted	Complainant State	-
Complaint Type	Not Assigned	Complainant ZIP	-
ADA Request Type	Not Assigned	Housing Area Type	General Population
Request Validation	Abated	Response Date	-
Inmate Housing Area	-		
Created By	System	Department	Not Assigned
SLA	Not Assigned	Template	Constituent & Grievance
Created Date	Mar 15, 2019 04:35 PM	DueBy Date	Mar 22, 2019 04:41 PM

DEF 007967

Resolved Date Mar 28, 2019 11:46 AM

Completed Date Mar 28, 2019 11:46 AM

Time Elapsed 76hrs 10min

Response
DueBy Time -

Request
Closure Code Not Assigned

Request
Closure
Comments -

Last Update
Time Mar 28, 2019 11:46 AM

Closed without requester's acknowledgement

Comments :

Requester details

Name outgoingagency

Email outgoingagency@customerservice.ny
c.gov

Employee Id -

Contact number -

Department -

Job Title -

Mobile number -

Share Details - This Request is not shared with any user.

Resolution - No resolution found.

DEF 007968

#202726 City of New York - Correspondence #1-1-1701506558 Message to Agency Head, DOC - Other Agency Complaint

✓ Closed Priority: -

by outgoingagency on Mar 31, 2019 06:31 AM | DueBy :
Apr 7, 2019 08:43 AM

Description

To: constituentservices@doc.nyc.gov

Your City of New York - CRM Correspondence Number is 1-1-1701506558

DATE RECEIVED: 03/31/2019 06:25:32

DATE DUE: 04/14/2019 06:30:39

SOURCE: 3-1-1 Call Center

RELATED SR# OR CASE#: 3491603090

EMPLOYEE NAME OR ID#: N/A

DATE/TIME OF INCIDENT: 03/31/2019 06:26:05

LANGUAGE NEED:

The e-mail message below was submitted to the City of New York via NYC.gov or the 311 Call Center. It is forwarded to your agency by the 311 Customer Service Center. In accordance with the Citywide Customer Service standard, your response is due in 14 calendar days.

Message Type:

Topic: Other Agency Complaint

First Name: ANONYMOUS

Last Name: ANONYMOUS

Organization:

Apartment Number:

Street Address: ANONYMOUS

City: ANONYMOUS

State: NY

Postal Code:

Country:

DEF 007969

Work Phone #: 2120000000

Email Address: N/A

Message: BREAKFAST WAS DENIED AFTER MAKING COMPLAINT ABOUT THE FRESHNESS OF THE MILK, LATOSE INTOLORENT. DID NOT GET TO ETA.
 PETER RODRIGUEZ
 West Facility (WF)

Request Details

Properties

Status	Closed	Site	Not associated to any site
Category	Constituent & Grievance	Escalate Issue	No
Subcategory	Staff	PREA	No
Item	zComplaint	Staff Complaint	Yes
Group	Constituent & Grievance	Involves DOC Employee	Yes
Technician	Damien Cange	Employee(s) Involved	-
Date of Complaint	Mar 31, 2019 08:40 AM	Shield#	-
Mode	311	Employee Type	Not Assigned
CRM#/Quorum	1-1-1701506558	Witness	No
Inmate First Name	PETER	Phone Number	-
Inmate Last Name	RODRIGUEZ	Visit Restricted	-
Inmate Alias/Nickname	-	Placed In PC	Not Assigned
Inmate Age	28	Action Requested by Inmate/Offender	-
Inmate Age Group	22 and up (Adult)	Date of Informal Resolution	-
Inmate B&C	3491603090	Resolution Accepted by Inmate/Offender	Not Assigned
Inmate NYSID	09839298P	Appeal to Formal Hearing	Not Assigned
Inmate agrees to have IGRP staff edit	Not Assigned		

DEF 007970

statement for clarification		Hearing Disposition Status	Not Assigned
Inmate needs IGRP staff to write/requests the grievance	Not Assigned	Date Hearing Disposition Accepted/Rejected	-
Inmate has filed this grievance/request with a court of other agency	Not Assigned	Confidential Incident	No
Inmate requires the assistance of an interpreter	Not Assigned	Interview Date	-
Date of Incident	-	Date Notified of Disposition	-
Time of Incident	-	Visit Date	-
Facility	West Facility (WF)	Documented UOF/COD	-
Inmate Housing Area Location	SPR 7		
Facility where incident occurred	-		
311/Grievance	Not Assigned		
Complainant First Name	-	Complainant Relationship to Inmate/Offender	-
Complainant Last Name	-	Complainant Address	-
Complainant Phone Number	-	Complainant City	-
Complainant Email Address	-	Complainant State	-
Complaint Status	Accepted	Complainant ZIP	-
Complaint Type	Not Assigned	Housing Area Type	General Population
ADA Request Type	Not Assigned	Response Date	-
Request Validation	Unsubstantiated		
Inmate Housing Area	-		
Created By	System	Department	Not Assigned
SLA	Not Assigned	Template	Constituent & Grievance
Created Date	Mar 31, 2019 06:31 AM	DueBy Date	Apr 7, 2019 08:43 AM

DEF 007971

Resolved Date	Apr 1, 2019 08:42 PM	Completed Date	Apr 1, 2019 08:42 PM
Time Elapsed	9hrs 0min	Response DueBy Time	-
Request Closure Code	Not Assigned	Request Closure Comments	-
Last Update Time	Apr 1, 2019 08:42 PM		

Closed without requester's acknowledgement

Comments :

Requester details

Name	outgoingagency
Email	outgoingagency@customerservice.ny c.gov
Employee Id	-
Contact number	-
Department	-
Job Title	-
Mobile number	-

Share Details - This Request is not shared with any user.

Resolution - No resolution found.

DEF 007972

#250290 City of New York – Correspondence #EC-00044698 Message to Agency Head, DOC-Other Agency Complaint

✓ Closed

Priority : -

by nyc311feedback on Oct 4, 2019 12:43 PM | DueBy :
Oct 11, 2019 12:59 PM (Delayed by 9 days)

Description

To: constituentservices@doc.nyc.gov

Your City of New York - CRM Correspondence Number is EC-00044698

DATE RECEIVED: 10/04/2019 12:43:00

DATE DUE: 10/18/2019 12:43:00

SOURCE: 3-1-1 Call Center

RELATED SR# OR CASE#: N/A

EMPLOYEE NAME OR ID#: N/A

DATE/TIME OF INCIDENT:

LANGUAGE NEED:

ADDRESS : N/A

The e-mail message below was submitted to the City of New York via NYC.gov or the 311 Call Center. It is forwarded to your agency by the 311 Customer Service Center. In accordance with the Citywide Customer Service standard, your response is due in 14 calendar days.

Message Type:

Topic: Other Agency Complaint

First Name:

Last Name:

Organization:

Apartment Number:

Street Address:

City:

State:

Postal Code:

Country:

Work Phone #:

Email Address: N/A

Message: North Infirmery Command (NIC) INMATE STATES THAT A GUARD MADE PETER RODRIGUEZ TO TELL HE

DEF 007973

TOILET AND AFR REFUSING TO TAKE THE CUFFS OFF OF HIM. INMATE ALSO STATED THAT PETERS WRIST ARE INJURED AND HES BEEN CUFFED FOR THE PAST 20 MINUTES . CALL WAS TRANSFERRED TO 911 OPERATOR ID 1810.

This e-mail, including any attachments, may be confidential, privileged or otherwise legally protected. It is intended only for the addressee. If you received this e-mail in error or from someone who was not authorized to send it to you, do not disseminate, copy or otherwise use this e-mail or its attachments. Please notify the sender immediately by reply e-mail and delete the e-mail from your system.

Request Details

Properties

Status	Closed	Site	Not associated to any site
Category	Constituent & Grievance	Escalate Issue	No
Subcategory	Medical – DOC Facility Related	PREA	No
Item	Access to Care	Staff Complaint	Yes
Group	Constituent & Grievance	Involves DOC Employee	Yes
Technician	Ho, Woo	Employee(s) Involved	N/A
Date of Complaint	Oct 4, 2019 12:57 PM	Shield#	N/A
Mode	311	Employee Type	Uniformed Staff
CRM#/Quorum	EC-00044698	Witness	No
Inmate First Name	Peter	Phone Number	-
Inmate Last Name	Rodriguez	Visit Restricted	-
Inmate Alias/Nickname	-	Placed In PC	Not Assigned
Inmate Age	28	Action Requested by Inmate/Offender	-
Inmate Age Group	22 and up (Adult)	Date of Informal Resolution	-
Inmate B&C	3491603090	Resolution Accepted by Inmate/Offender	Not Assigned
Inmate NYSID	09839298P		

DEF 007974

Inmate agrees to have IGRP staff edit statement for clarification	Not Assigned	Appeal to Formal Hearing	Not Assigned
Inmate needs IGRP staff to write/requests the grievance	Not Assigned	Hearing Disposition Status	Not Assigned
Inmate has filed this grievance/request with a court of other agency	Not Assigned	Date Hearing Disposition Accepted/Rejected	-
Inmate requires the assistance of an interpreter	Not Assigned	Confidential Incident	No
Date of Incident	-	Interview Date	-
Time of Incident	-	Date Notified of Disposition	-
Facility	North Infirmery Command (NIC)	Visit Date	-
Inmate Housing Area Location	3C	Documented UOF/COD	-
Facility where incident occurred	-		
311/Grievance	None		
Complainant First Name	-	Complainant Relationship to Inmate/Offender	-
Complainant Last Name	-	Complainant Address	-
Complainant Phone Number	-	Complainant City	-
Complainant Email Address	-	Complainant State	-
Complaint Status	Accepted	Complainant ZIP	-
Complaint Type	Subject to IGRP but forwarded to other unit	Housing Area Type	General Population
ADA Request Type	Not Assigned	Response Date	-
Request Validation	Unsubstantiated		
Inmate Housing Area	-		
Created By	System	Department	Not Assigned

DEF 007975

SLA	Not Assigned	Template	Constituent & Grievance
Created Date	Oct 4, 2019 12:43 PM	DueBy Date	Oct 11, 2019 12:59 PM
Resolved Date	Oct 21, 2019 12:06 PM	Completed Date	Oct 21, 2019 12:06 PM
Time Elapsed	98hrs 22min	Response DueBy Time	-
Request Closure Code	Not Assigned	Request Closure Comments	-
Last Update Time	Oct 21, 2019 12:06 PM		

Closed without requester's acknowledgement

Comments :

Requester details

Name nyc311feedback

Email nyc311feedback@customercare.nyc.gov

Employee Id -

Contact number -

Department -

Job Title -

Mobile number -

Share Details - This Request is not shared with any user.

Resolution - No resolution found.

DEF 007976

#260802 City of New York – Correspondence #EC-00061693 Message to Agency Head, DOC-Visiting Rikers Island

by nyc311feedback on Nov 13, 2019 10:48 AM | DueBy: Nov 20, 2019 10:54 AM (Delay by 695 days)

Description

To: constituentservices@doc.nyc.gov

Your City of New York - CRM Correspondence Number is EC-00061693

DATE RECEIVED: 11/13/2019 10:47:22

DATE DUE: 11/27/2019 10:47:22

SOURCE: 3-1-1 Call Center

RELATED SR# OR CASE#: N/A

EMPLOYEE NAME OR ID#: N/A

DATE/TIME OF INCIDENT:

LANGUAGE NEED:

ADDRESS : N/A

The e-mail message below was submitted to the City of New York via NYC.gov or the 311 Call Center. It is forwarded to your agency by the 311 Customer Service Center. In accordance with the City's

Message Type:

Topic: Visiting Rikers Island

First Name:

Last Name:

Organization:

Apartment Number:

Street Address:

City:

State:

Postal Code:

Country:

Work Phone #:

Email Address: N/A

Message: PETER RODRIGUEZ 3491603090 LOCATED AT MDC STATED THAT HE NOT RECEIVING HIS MAIL THAT SENT TO HIM TWO MONTHS AGO; HE BELIEVED THAT C.O. ANGRY BECAUSE OF INCI

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Request Details

Properties

Status	Open
Category	Constituent & Grievance
Subcategory	Correspondence/Mail
Item	Missing incoming mail
Group	Constituent & Grievance
Technician	Nathan Lebron
Date of Complaint	Nov 13, 2019 10:52 AM
Mode	311

DEF 007977

CRM#/Quorum	EC-00061693
Inmate First Name	Peter
Inmate Last Name	Rodriguez
Inmate Alias/Nickname	-
Inmate Age	29
Inmate Age Group	22 and up (Adult)
Inmate B&C	3491603090
Inmate NYSID	09839298P
Inmate agrees to have IGRP staff edit statement for clarification	Not Assigned
Inmate needs IGRP staff to write/requests the grievance	Not Assigned
Inmate has filed this grievance/request with a court of other agency	Not Assigned
Inmate requires the assistance of an interpreter	Not Assigned
Date of Incident	-
Time of Incident	-
Facility	Manhattan Detention Complex (MDC)
Inmate Housing Area Location	9 SOUTH
Facility where incident occurred	-
311/Grievance	None
Complainant First Name	Anonymous
Complainant Last Name	Anonymous
Complainant Phone Number	-
Complainant Email Address	-
Complaint Status	Accepted
Complaint Type	Subject to IGRP
ADA Request Type	Not Assigned
Request Validation	Not Assigned
Inmate Housing Area	-
Created By	System
SLA	Not Assigned
Created Date	Nov 13, 2019 10:48 AM
Response DueBy Time	-

Requester details

Name	nyc311feedback
Email	nyc311feedback@customercare.nyc.gov
Employee Id	-
Contact number	-
Department	-
Job Title	-
Mobile number	-

Share Details - This Request is not shared with any user.

DEF 007978

Resolution - No resolution found.

DEF 007979

#265994 City of New York – Correspondence #EC-00069912 Message to Agency Head, DOC-Other Agency Complaint

by nyc311feedback on Dec 3, 2019 11:41 AM | DueBy : Dec 10, 2019 12:32 PM (Delayed by 2 days)

Description

To: constituentservices@doc.nyc.gov

Your City of New York - CRM Correspondence Number is EC-00069912

DATE RECEIVED: 12/03/2019 11:40:46

DATE DUE: 12/17/2019 11:40:46

SOURCE: 3-1-1 Call Center

RELATED SR# OR CASE#: N/A

EMPLOYEE NAME OR ID#: N/A

DATE/TIME OF INCIDENT:

LANGUAGE NEED:

ADDRESS : N/A

The e-mail message below was submitted to the City of New York via NYC.gov or the 311 Call Center. It is forwarded to your agency by the 311 Customer Service Center. In accordance with the City's

Message Type:

Topic: Other Agency Complaint

First Name:

Last Name:

Organization:

Apartment Number:

Street Address:

City:

State:

Postal Code:

Country:

Work Phone #:

Email Address: N/A

Message: PETER RODRIGUEZ 3491603090 MDC MS JACKSON ASKED QUESTION ABOUT SEXUAL HEALTH CALLER IS UNCOMFORTABLE WANTS HER TO STAY AWAY FROM CALLER

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Request Details

Properties

Status	Closed
Category	Constituent & Grievance
Subcategory	Sexual Assault/Abuse Allegation
Item	Staff on inmate
Group	Constituent & Grievance
Technician	Damien Cange
Date of Complaint	Dec 3, 2019 12:29 PM
Mode	311

DEF 007980

CRM#/Quorum	EC-00069912
Inmate First Name	PETER
Inmate Last Name	RODRIGUEZ
Inmate Alias/Nickname	-
Inmate Age	29
Inmate Age Group	22 and up (Adult)
Inmate B&C	3491603090
Inmate NYSID	09839298P
Inmate agrees to have IGRP staff edit statement for clarification	Not Assigned
Inmate needs IGRP staff to write/requests the grievance	Not Assigned
Inmate has filed this grievance/request with a court of other agency	Not Assigned
Inmate requires the assistance of an interpreter	Not Assigned
Date of Incident	-
Time of Incident	-
Facility	Manhattan Detention Complex (MDC)
Inmate Housing Area Location	9 SOUTH
Facility where incident occurred	-
311/Grievance	None
Complainant First Name	-
Complainant Last Name	-
Complainant Phone Number	-
Complainant Email Address	-
Complaint Status	Accepted
Complaint Type	Not Subject to IGRP
ADA Request Type	Not Assigned
Request Validation	Not Assigned
Inmate Housing Area	-
Created By	System
SLA	Not Assigned
Created Date	Dec 3, 2019 11:41 AM
Resolved Date	Dec 12, 2019 04:03 PM
Time Elapsed	67hrs 22min
Request Closure Code	Not Assigned
Last Update Time	Dec 12, 2019 04:03 PM

Closed without requester's acknowledgement

Comments :

Requester details

Name	nyc311feedback
Email	nyc311feedback@customercare.nyc.gov
Employee Id	-
Contact number	-

DEF 007981

Department

Job Title

Mobile number

Share Details

- This Request is not shared with any user.

Resolution

- No resolution found.

DEF 007982

#268347 City of New York – Correspondence #EC-00073321 Message to Agency Head, DOC-Other

by nyc311feedback on Dec 11, 2019 12:10 PM | DueBy : Dec 18, 2019 12:14 PM

Description

To: constituentservices@doc.nyc.gov

Your City of New York - CRM Correspondence Number is EC-00073321

DATE RECEIVED: 12/11/2019 12:08:53

DATE DUE: 12/25/2019 12:08:53

SOURCE: 3-1-1 Call Center

RELATED SR# OR CASE#: N/A

EMPLOYEE NAME OR ID#: N/A

DATE/TIME OF INCIDENT:

LANGUAGE NEED:

ADDRESS : N/A

The e-mail message below was submitted to the City of New York via NYC.gov or the 311 Call Center. It is forwarded to your agency by the 311 Customer Service Center. In accordance with the City's

Message Type:

Topic: Other

First Name: PETER

Last Name: RODRIGUEZ

Organization:

Apartment Number:

Street Address:

City:

State:

Postal Code:

Country:

Work Phone #: 2120000000

Email Address: N/A

Message: North Infirmary Command (NIC) BOOK AND CASE 349603090 I AM BEING REFUSED DENTAL SERVICES AND I AM IN PAIN. I BELIEVE THIS IS RETALIATION DUE TO PAST INFRACTIONS. I W

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Request Details

Properties

Status	Closed
Category	Constituent & Grievance
Subcategory	Medical – H&H Related
Item	Dental Care
Group	Constituent & Grievance
Technician	Ho, Woo
Date of Complaint	Dec 11, 2019 12:13 PM
Mode	311

DEF 007983

CRM#/Quorum	EC-00073321
Inmate First Name	Peter
Inmate Last Name	Rodriguez
Inmate Alias/Nickname	
Inmate Age	29
Inmate Age Group	22 and up (Adult)
Inmate B&C	3491603090
Inmate NYSID	09839298P
Inmate agrees to have IGRP staff edit statement for clarification	Not Assigned
Inmate needs IGRP staff to write/requests the grievance	Not Assigned
Inmate has filed this grievance/request with a court of other agency	Not Assigned
Inmate requires the assistance of an interpreter	Not Assigned
Date of Incident	
Time of Incident	
Facility	North Infirmary Command (NIC)
Inmate Housing Area Location	3D
Facility where incident occurred	
311/Grievance	None
Complainant First Name	
Complainant Last Name	
Complainant Phone Number	
Complainant Email Address	
Complaint Status	Accepted
Complaint Type	Subject to IGRP but forwarded to other unit
ADA Request Type	Not Assigned
Request Validation	Not Assigned
Inmate Housing Area	
Created By	System
SLA	Not Assigned
Created Date	Dec 11, 2019 12:10 PM
Resolved Date	Dec 11, 2019 02:24 PM
Time Elapsed	2hrs 14min
Request Closure Code	Not Assigned
Last Update Time	Dec 11, 2019 02:24 PM

Closed without requester's acknowledgement

Comments :

Requester details

Name	nyc311feedback
Email	nyc311feedback@customercare.nyc.gov
Employee Id	
Contact number	

DEF 007984

Department



Job Title



Mobile number



Share Details

- This Request is not shared with any user.

Resolution

- No resolution found.

DEF 007985

#271346 City of New York – Correspondence #EC-00077707 Message to Agency Head, DOC-Other Agency Complaint
 by nyc311feedback on Dec 22, 2019 02:01 PM | DueBy : Dec 29, 2019 03:30 PM

Description

To: constituentservices@doc.nyc.gov

Your City of New York - CRM Correspondence Number is EC-00077707

DATE RECEIVED: 12/22/2019 14:01:14

DATE DUE: 01/05/2020 14:01:14

SOURCE: 3-1-1 Call Center

RELATED SR# OR CASE#: N/A

EMPLOYEE NAME OR ID#: N/A

DATE/TIME OF INCIDENT:

LANGUAGE NEED:

ADDRESS : N/A

The e-mail message below was submitted to the City of New York via NYC.gov or the 311 Call Center. It is forwarded to your agency by the 311 Customer Service Center. In accordance with the City

Message Type:

Topic: Other Agency Complaint

First Name: TETER

Last Name: RODRIGUEZ

Organization:

Apartment Number:

Street Address:

City:

State:

Postal Code:

Country:

Work Phone #:

Email Address: NO@EMAIL.COM

Message: TETER RODRIGUEZ 3491603090 North Infirmity Command (NIC) HOUSING UNIT 3D CAPTAIN SMITH SAID HE WILL RAPE ME AND HE SAID IF I COME OUT THE CELL WHEN HE IS AT WORK HIM TO COME AROUND ME I WANT THIS TO BE INVESTIGATED

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Request Details

Properties

Status	Closed
Category	Constituent & Grievance
Subcategory	Sexual Assault/Abuse Allegation
Item	Staff on inmate
Group	Constituent & Grievance
Technician	Danita Bacchus
Date of Complaint	Dec 22, 2019 03:29 PM
Mode	311

DEF 007986

CRM#/Quorum	EC-00077707
Inmate First Name	PETER
Inmate Last Name	RODRIGUEZ
Inmate Alias/Nickname	
Inmate Age	29
Inmate Age Group	22 and up (Adult)
Inmate B&C	3491403090
Inmate NYSID	09839298P
Inmate agrees to have IGRP staff edit statement for clarification	Not Assigned
Inmate needs IGRP staff to write/requests the grievance	Not Assigned
Inmate has filed this grievance/request with a court of other agency	Not Assigned
Inmate requires the assistance of an interpreter	Not Assigned
Date of Incident	
Time of Incident	
Facility	North Infirmary Command (NIC)
Inmate Housing Area Location	3D
Facility where incident occurred	
311/Grievance	None
Complainant First Name	
Complainant Last Name	
Complainant Phone Number	
Complainant Email Address	
Complaint Status	Accepted
Complaint Type	Not Subject to IGRP
ADA Request Type	Not Assigned
Request Validation	Not Assigned
Inmate Housing Area	
Created By	System
SLA	Not Assigned
Created Date	Dec 22, 2019 02:01 PM
Resolved Date	Dec 22, 2019 08:48 PM
Response DueBy Time	
Request Closure Comments	
Closed without requester's acknowledgement	

Comments :

Requester details

Name	nyc311feedback
Email	nyc311feedback@customercare.nyc.gov
Employee Id	
Contact number	

DEF 007987

Department

Job Title

Mobile number

Share Details - This Request is not shared with any user.

Resolution - No resolution found.

DEF 007988

#271353 City of New York – Correspondence #EC-00077716 Message to Agency Head, DOC-Other Agency Complaint

by nyc311feedback on Dec 22, 2019 02:26 PM | DueBy: Dec 29, 2019 04:03 PM (Delay by 656 days)

Description

To: constituentservices@doc.nyc.gov

Your City of New York - CRM Correspondence Number is EC-00077716

DATE RECEIVED: 12/22/2019 14:25:32

DATE DUE: 01/05/2020 14:25:32

SOURCE: 3-1-1 Call Center

RELATED SR# OR CASE#: N/A

EMPLOYEE NAME OR ID#: N/A

DATE/TIME OF INCIDENT:

LANGUAGE NEED:

ADDRESS : N/A

The e-mail message below was submitted to the City of New York via NYC.gov or the 311 Call Center. It is forwarded to your agency by the 311 Customer Service Center. In accordance with the City's

Message Type:

Topic: Other Agency Complaint

First Name:

Last Name:

Organization:

Apartment Number:

Street Address:

City:

State:

Postal Code:

Country:

Work Phone #:

Email Address: N/A

Message: North Infirmary Command (NIC 3491603090 PETER RODRIGUEZ INMATE HAS ASTHMA THERE WAS A FIRE DENIED MEDICAL SERVICES

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Request Details

Properties

Status	Open
Category	Constituent & Grievance
Subcategory	Medical – H&H Related
Item	Access to Care
Group	Constituent & Grievance
Technician	Danita Bacchus
Date of Complaint	Dec 22, 2019 04:02 PM
Mode	311

DEF 007989

CRM#/Quorum	EC-00077716
Inmate First Name	PETER
Inmate Last Name	RODRIGUEZ
Inmate Alias/Nickname	-
Inmate Age	29
Inmate Age Group	22 and up (Adult)
Inmate B&C	3491603090
Inmate NYSID	09839298P
Inmate agrees to have IGRP staff edit statement for clarification	Not Assigned
Inmate needs IGRP staff to write/requests the grievance	Not Assigned
Inmate has filed this grievance/request with a court of other agency	Not Assigned
Inmate requires the assistance of an interpreter	Not Assigned
Date of Incident	-
Time of Incident	-
Facility	North Infirmiry Command (NIC)
Inmate Housing Area Location	3D
Facility where incident occurred	-
311/Grievance	None
Complainant First Name	-
Complainant Last Name	-
Complainant Phone Number	-
Complainant Email Address	-
Complaint Status	Accepted
Complaint Type	Subject to IGRP but forwarded to other unit
ADA Request Type	Not Assigned
Request Validation	Not Assigned
Inmate Housing Area	-
Created By	System
SLA	Not Assigned
Created Date	Dec 22, 2019 02:26 PM
Response DueBy Time	-

Requester details

Name	nyc311feedback
Email	nyc311feedback@customercare.nyc.gov
Employee Id	-
Contact number	-
Department	-
Job Title	-
Mobile number	-

Share Details - This Request is not shared with any user.

DEF 007990

Resolution - No resolution found.

DEF 007991

#271359 City of New York – Correspondence #EC-00077724 Message to Agency Head, DOC-Employee Compliment

by nyc311feedback on Dec 22, 2019 02:49 PM | DueBy : Dec 29, 2019 04:16 PM (Delay by 656 days)

Description

To: constituentservices@doc.nyc.gov

Your City of New York – CRM Correspondence Number is EC-00077724

DATE RECEIVED: 12/22/2019 14:49:00

DATE DUE: 01/05/2020 14:49:00

SOURCE: 3-1-1 Call Center

RELATED SR# OR CASE#: N/A

EMPLOYEE NAME OR ID#: N/A

DATE/TIME OF INCIDENT:

LANGUAGE NEEDED:

ADDRESS : N/A

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Message Type:

Topic: Employee Compliment

First Name:

Last Name:

Organization:

Apartment Number:

Street Address:

City:

State:

Postal Code:

Country:

Work Phone #:

Email Address: N/A

Message: INMATE: PETER RODRIGUEZ, B/C#3491603090, LOCATION: RIKER'S ISLAND NORTH INFIRMARY COMMAND, CO RODRIGUEZ AND CAPT SMITH USES FORCE ON MR RODRIGUEZ. THEY SLA THIS HAS INJURED BOTH HIS HAND AND ARM AND MR RODRUGUEZ ASKED TO BE TRANSFERRED TO THE MEDICAL LINE AFTER HE WAS FINISHED REPORTING THIS TO 311. WHICH HE WAS. MR F

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Request Details**Properties**

Status	Open
Category	Constituent & Grievance
Subcategory	Assault Allegation (No UOF)
Item	Assault by Staff
Group	Constituent & Grievance
Technician	Danita Bacchus
Date of Complaint	Dec 29, 2019 04:14 PM

DEF 007992

Mode	311
CRM#/Quorum	EC-00077724
Inmate First Name	PETER
Inmate Last Name	RODRIGUEZ
Inmate Alias/Nickname	-
Inmate Age	29
Inmate Age Group	22 and up (Adult)
Inmate B&C	3491603090
Inmate NYSID	09839298P
Inmate agrees to have IGRP staff edit statement for clarification	Not Assigned
Inmate needs IGRP staff to write/requests the grievance	Not Assigned
Inmate has filed this grievance/request with a court of other agency	Not Assigned
Inmate requires the assistance of an interpreter	Not Assigned
Date of Incident	-
Time of Incident	-
Facility	North Infirmary Command (NIC)
Inmate Housing Area Location	3D
Facility where incident occurred	-
311/Grievance	None
Complainant First Name	-
Complainant Last Name	-
Complainant Phone Number	-
Complainant Email Address	-
Complaint Status	Accepted
Complaint Type	Not Subject to IGRP
ADA Request Type	Not Assigned
Request Validation	Not Assigned
Inmate Housing Area	-
Created By	System
SLA	Not Assigned
Created Date	Dec 22, 2019 02:49 PM
Response DueBy Time	-

Requester details

Name	nyc311feedback
Email	nyc311feedback@customercare.nyc.gov
Employee Id	-
Contact number	-
Department	-
Job Title	-
Mobile number	-

Share Details - This Request is not shared with any user.

DEF 007993

Resolution - No resolution found.

DEF 007994

#272833 City of New York – Correspondence #EC-00079771 Message to Agency Head, DOC-Visiting Rikers Island

by nyc311feedback on Dec 29, 2019 12:18 PM | DueBy : Jan 5, 2020 02:13 PM (Delayed by 4 days)

Description

To: constituentservices@doc.nyc.gov

Your City of New York - CRM Correspondence Number is EC-00079771

DATE RECEIVED: 12/29/2019 12:17:48

DATE DUE: 01/12/2020 12:17:48

SOURCE: 3-1-1 Call Center

RELATED SR# OR CASE#: N/A

EMPLOYEE NAME OR ID#: N/A

DATE/TIME OF INCIDENT:

LANGUAGE NEEDED:

ADDRESS : N/A

The e-mail message below was submitted to the City of New York via NYC.gov or the 311 Call Center. It is forwarded to your agency by the 311 Customer Service Center. In accordance with the City's

Message Type:

Topic: Visiting Rikers Island

First Name:

Last Name:

Organization:

Apartment Number:

Street Address:

City:

State:

Postal Code:

Country:

Work Phone #:

Email Address: N/A

Message: RIKERS NIC INFIRMARY COMMAND PETER RODRIQUEZ 3491603090 OFFICERS SLAMMED HIM ON THE FLOOR, FIRE AND SMOKE AND BRONCHITIS. USE OF FORCE AND DID NOT TAKE H

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Request Details

Properties

Status	Closed
Category	Constituent & Grievance
Subcategory	Medical – DOC Facility Related
Item	Access to Care
Group	Constituent & Grievance
Technician	Danita Bacchus
Date of Complaint	Dec 29, 2019 02:11 PM
Mode	311

DEF 007995

CRM#/Quorum	EC-00079771
Inmate First Name	PETER
Inmate Last Name	RODRIGUEZ
Inmate Alias/Nickname	-
Inmate Age	29
Inmate Age Group	22 and up (Adult)
Inmate B&C	3491603090
Inmate NYSID	09839298P
Inmate agrees to have IGRP staff edit statement for clarification	Not Assigned
Inmate needs IGRP staff to write/requests the grievance	Not Assigned
Inmate has filed this grievance/request with a court of other agency	Not Assigned
Inmate requires the assistance of an interpreter	Not Assigned
Date of Incident	-
Time of Incident	-
Facility	North Infirmary Command (NIC)
Inmate Housing Area Location	2D
Facility where incident occurred	-
311/Grievance	None
Complainant First Name	-
Complainant Last Name	-
Complainant Phone Number	-
Complainant Email Address	-
Complaint Status	Accepted
Complaint Type	Subject to IGRP but forwarded to other unit
ADA Request Type	Not Assigned
Request Validation	Unsubstantiated
Inmate Housing Area	-
Created By	System
SLA	Not Assigned
Created Date	Dec 29, 2019 12:18 PM
Resolved Date	Jan 10, 2020 09:25 AM
Time Elapsed	72hrs 25min
Request Closure Code	Not Assigned
Last Update Time	Jan 10, 2020 09:25 AM

Closed without requester's acknowledgement

Comments :

Requester details

Name	nyc311feedback
Email	nyc311feedback@customercare.nyc.gov
Employee Id	-
Contact number	-

DEF 007996

Department



Job Title



Mobile number



Share Details - This Request is not shared with any user.

Resolution - No resolution found.

DEF 007997

#281518 City of New York – Correspondence #EC-00091688 Message to Agency Head, DOC-Other

by nyc311feedback on Jan 30, 2020 06:15 AM | DueBy: Feb 6, 2020 07:27 AM (Delayed by 21 days)

Description

To: constituentservices@doc.nyc.gov

Your City of New York – CRM Correspondence Number is EC-00091688

DATE RECEIVED: 01/30/2020 06:15:35

DATE DUE: 02/13/2020 06:15:35

SOURCE: 3-1-1 Call Center

RELATED SR# OR CASE#: N/A

EMPLOYEE NAME OR ID#: N/A

DATE/TIME OF INCIDENT:

LANGUAGE NEED:

ADDRESS : N/A

The e-mail message below was submitted to the City of New York via NYC.gov or the 311 Call Center. It is forwarded to your agency by the 311 Customer Service Center. In accordance with the City's

Message Type:

Topic: Other

First Name:

Last Name:

Organization:

Apartment Number:

Street Address:

City:

State:

Postal Code:

Country:

Work Phone #:

Email Address: N/A

Message: PETER RODRIQUEZ 3491 603090 GRVC HOUSE 13 B CELL 20 (INMATES WIFE CALLED 311) THE INMATE HAS NOT WASHED IN FOUR DAYS. THE DEPT STATES THAT THEY DON'T HAVE THE HANDCUFFS IN ORDER TO LEAVE HIS CELL 911 WAS BROUGHT ON THE LINE OPERATOR 2135 ANSWERED THE CALL AND 311 DISENGAGED THE LINE

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Request Details

Properties

Status	Closed
Category	Constituent & Grievance
Subcategory	Mental Health
Item	Suicidal Ideations
Group	Constituent & Grievance
Technician	Kristine McCormick
Date of Complaint	Jan 30, 2020 07:26 AM

DEF 007998

Mode	311
CRM#/Quorum	EC-00091688
Inmate First Name	Peter
Inmate Last Name	Rodriguez
Inmate Alias/Nickname	-
Inmate Age	29
Inmate Age Group	22 and up (Adult)
Inmate B&C	3491603090
Inmate NYSID	09839298P
Inmate agrees to have IGRP staff edit statement for clarification	Not Assigned
Inmate needs IGRP staff to write/requests the grievance	Not Assigned
Inmate has filed this grievance/request with a court of other agency	Not Assigned
Inmate requires the assistance of an interpreter	Not Assigned
Date of Incident	-
Time of Incident	-
Facility	George R. Verno Center (GRVC)
Inmate Housing Area Location	13B
Facility where incident occurred	-
311/Grievance	None
Complainant First Name	-
Complainant Last Name	-
Complainant Phone Number	-
Complainant Email Address	-
Complaint Status	Accepted
Complaint Type	Subject to IGRP but forwarded to other unit
ADA Request Type	Not Assigned
Request Validation	Unsubstantiated
Inmate Housing Area	-
Created By	System
SLA	Not Assigned
Created Date	Jan 30, 2020 06:15 AM
Resolved Date	Feb 27, 2020 09:56 AM
Time Elapsed	180hrs 56min
Request Closure Code	Not Assigned
Last Update Time	Feb 27, 2020 09:56 AM

Closed without requester's acknowledgement

Comments :

Requester details

Name	nyc311feedback
Email	nyc311feedback@customercare.nyc.gov
Employee Id	-

DEF 007999

Contact number



Department



Job Title



Mobile number



Share Details

- This Request is not shared with any user.

Resolution

- No resolution found.

DEF 008000